



Toyota Motor North America, Inc.
1588 Woodridge Avenue
Ann Arbor, Michigan 48105

June 23, 2020

**Mr. Allen Lyons, Chief
Emissions Certification and Compliance Division
California Air Resources Board
9480 Telstar Avenue, Suite 4
El Monte, CA 91731**

Dear Mr. Lyons:

**SUBJECT: Request for Review & Approval of Toyota Safety Recall Campaign 20TA10 on
Certain Toyota 2013-2015 Model Year (MY) Prius, 2014-2017MY Prius V
Vehicles Inverter**

In accordance with the provisions of 13 CCR §2113, Toyota submits the subject Safety Recall Program for your review and approval. The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a fail-safe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash. The subject vehicles were not involved in Safety Recall J0V because they were originally equipped with the E0E/F0R version of the software, used to control the boost converter in the Intelligent Power Module (IPM) within the inverter assembly of the vehicle's hybrid system, that contains improved thermal management. This campaign 20TA10 instructs any Toyota dealer to update the hybrid system software FREE OF CHARGE.

There are approximately 94,405 California vehicles affected by this campaign. This recall indirectly involves OBD as certain DTC are present with inverter failure. Owners will be unable to register or sell their vehicles in California if Safety Campaign 20TA10 is not completed and a Proof of Correction (POC) form is not issued. However, California Department of Motor Vehicle (DMV) Tie-in Program will be implemented consistently with the CARB COVID-19 policy.

Toyota is preparing to file a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall 20TA10. Toyota is also currently preparing Field Fix and Emission Defect Information Report (EDIR) regarding to this concern. Draft copies of the applicable documents are attached for your review.

This request will be followed with a Voluntary Emission Recall Report which will have complete details and final volumes for this recall. If you have any questions or need additional information please contact Mr. Arvon Mitcham of my staff at (734) 995-5587 or arvon.mitcham@toyota.com

Sincerely,

A handwritten signature in black ink, appearing to read "Will Meschievitz", with a long horizontal flourish extending to the right.

William Meschievitz
Group Manager
Powertrain Certification and Compliance

Cc: Compliance Division, U.S. Environmental Protection Agency
Emissions Certification and Compliance Division, California Air Resources Board

1. Description of the Non-Conformity and Modification to be Made:

The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a fail-safe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash.

When the remedy is available, Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the hybrid system software updated FREE OF CHARGE. For customer satisfaction, if the vehicle has experienced an inverter failure with certain hybrid system faults related to this condition, the inverter assembly will be repaired or replaced, prior to software update, FREE OF CHARGE. At this time, Toyota estimates that the remedy can be available in July 2020.

Toyota Safety Recall Campaign 20TA10

<u>Make(s)</u>	<u>Model Year(s)</u>	<u>Model(s)</u>	<u>Test Group(s)</u>	<u>Engine(s)</u>	<u>Potentially Affected Vehicles</u>	<u>Potentially Affected California Vehicles</u>
Toyota	2013	Prius	DTYXV01.8HC3	2ZR-FXE	10	4
Toyota	2014	Prius	ETYXV01.8HC3	2ZR-FXE	60,559	18,591
Toyota	2014	Prius V	ETYXV01.8CCU	2ZR-FXE	10,313	2,784
Toyota	2015	Prius	FTYXV01.8HC3	2ZR-FXE	144,266	57,994
Toyota	2015	Prius V	FTYXV01.8CCU	2ZR-FXE	22,659	6,485
Toyota	2016	Prius V	GTYXV01.8PCU	2ZR-FXE	13,099	3,952
Toyota	2017	Prius V	HTYXV01.8P3U	2ZR-FXE	15,731	4,595

Original Publication Date: June 23, 2020

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

SAFETY RECALL 20TA10 (Remedy Notice 20TB10)**Certain 2013-2015 Model Year Prius
Certain 2014 - 2017 Model Year Prius V
Hybrid System Software Update**

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
Prius / 2013 - 2015	Mid-March 2013 – Early November 2015	204,800	0
Prius V / 2014 -2017	Late June 2014 – Late November 2017	61,800	0

On June 24, 2020, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013 to 2015 model year Prius and certain 2014 to 2017 Prius V vehicles.

Condition

The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a fail-safe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash.

Remedy

Any authorized Toyota dealer will update the software for the hybrid system performed **FREE OF CHARGE**. For customer satisfaction, if the vehicle has experienced an inverter failure with certain hybrid system faults related to this condition, the inverter assembly will be repaired or replaced **FREE OF CHARGE**.

Covered Vehicles

There are approximately 266,600 vehicles covered by this Safety Recall. Approximately 120 vehicles were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify owners by late August 2020.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory - Reminder

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form 20TA10/20TB10" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Customer Handling, Parts Ordering, and Remedy Procedures**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Salvage Title Vehicles

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy 4.17, "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

The required Authorized Modification Label to indicate the new software calibration ID can be ordered through the Material Distribution Center (MDC).

Part Number	Description	Quantity
00451-00001-LBL	Authorized Modification Label	25 Per Pack

NOTE: Parts required for repair vary by model year and repair. Refer to the Technical Instructions for diagnostic procedure.

Prius

Inverter component or assembly replacement **MAY BE** necessary based on the vehicle condition and diagnosis as per the technical instructions. **ONLY ORDER** the necessary parts based on the vehicle's diagnosed condition.

Part Number	Description	Quantity As Needed
08887-02809	Thermal Grease	2
90430-18008	Gasket	1
90982-08300	Fusible Link	1
G9200-49025	Inverter Assy, W/Converter	1
G9200-49065	Inverter Assy, W/Converter	1
G9200-49075	Inverter Assy, W/Converter	1
G9200-47121	Inverter Assy, W/Converter	1
G9208-47090	Inverter Wire Sub Assy	1
G920H-47150	MG ECU	1
G920J-52010	Inverter Current Sensor	1
04899-47021	IPM Transistor Kit	1
04899-47060	Plug Kit / Inverter Drain	1
08826-00100	Seal Packing	1

The Power Management ECU is only needed if there is a reprogramming failure.

Part Number	Description	Quantity As Needed
89681-47253*	Power Management ECU	1

**Does not require software update.*

Prius V

Inverter component or assembly replacement **MAY BE** necessary based on the vehicle condition and diagnosis as per the technical instructions. **ONLY ORDER** the necessary parts based on the vehicle's diagnosed condition.

Part Number	Description	Quantity As Needed
08887-02809	Thermal Grease	2
G920H-47040	MG ECU	1
04899-47021	IPM Transistor Kit	1
G920J-52010	Inverter Current Sensor	1
G9208-47090	Inverter Wire Sub Assy	1
G9200-49056	Inverter Assy, W/Converter	1
90430-18008	Gasket	1
04899-47060	Plug Kit / Inverter Drain	1
08826-00100	Seal Packing	1

The Power Management ECU is only needed if there is a reprogramming failure.

Part Number	Description	Quantity As Needed
89681-47423*	Power Management ECU	1
89681-47030	Power Management ECU	1
89981-47630	Power Management ECU	1

**Does not require software update.*

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- **Expert Technician (Hybrid)**
- **Master Technician**
- **Master Diagnostic Technician**

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Parts Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

Vehicles Emission Recall Proof of Correction Form (California only)





As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

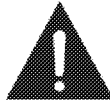








Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early March 2021. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

There are no warnings that this condition exists. **However, if the vehicle enters a fail-safe driving mode the following warning lights will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode.**

Warning Lights (Prius V)	
	Hybrid system warning
	Slip Indicator
	Check Engine Warning Light
	Electronically Controlled Brake System Warning Light

Warning Lights (Prius)	
	Master Warning Light
	Hybrid system warning message
	PCS system warning message (if equipped)
NOTE: If PCS equipped. 	  Display switches
	Slip Indicator
	Check Engine Warning Light
	Electronically Controlled Brake System Warning Light

Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application when possible. As indicated in your Owner's Manual, Toyota does not recommend towing with your vehicle, and we urge you to follow this recommendation to avoid placing a high load on the system.

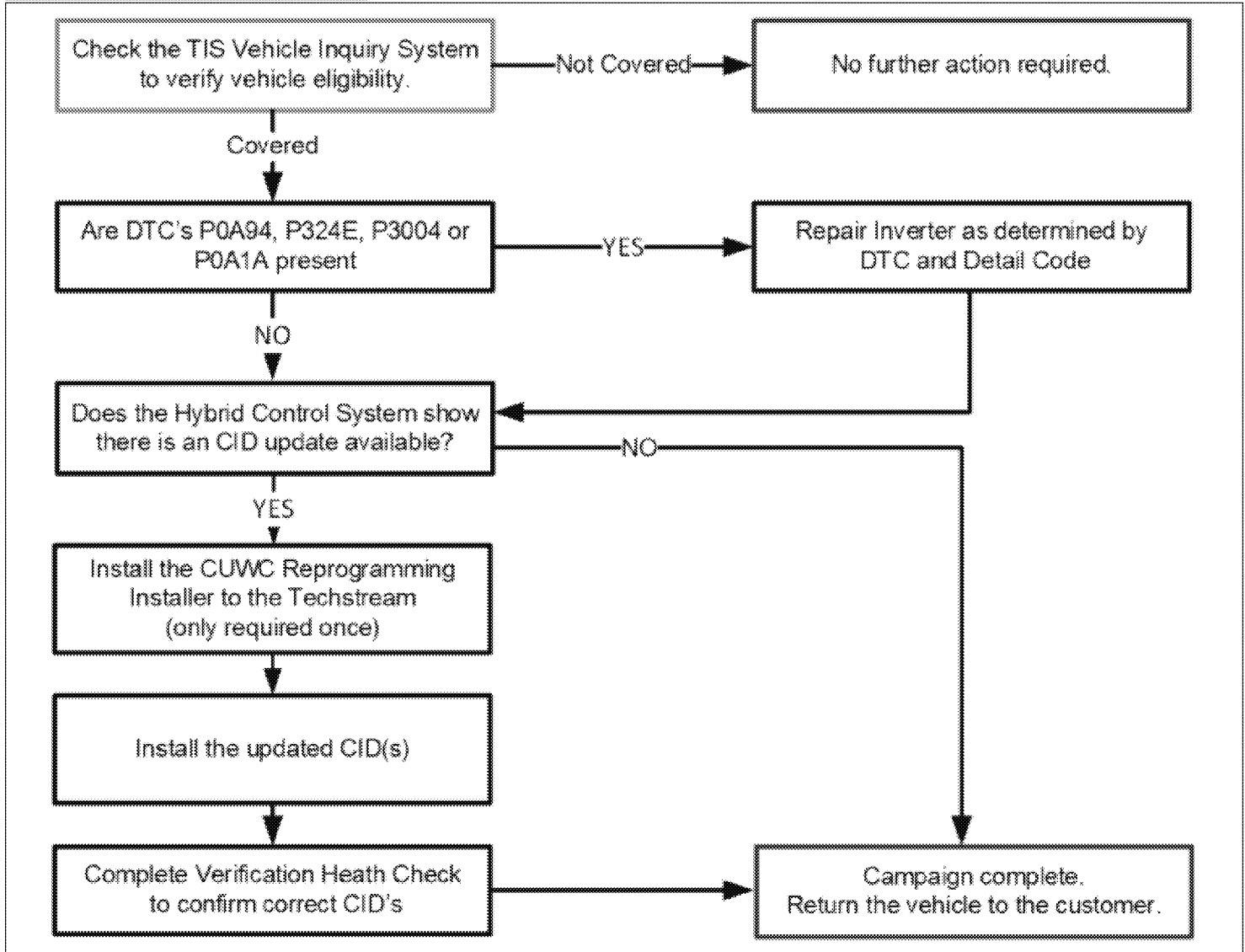
If this recommendation is not feasible for the customer's personal or business needs, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day.

If a customer is experiencing the condition described and is unable to drive it to the dealership, your dealership should arrange for vehicle pickup.

NOTE:

- Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).
- Dealers will be allowed to file these Op Codes until September 16, 2020 After that date, no claims for alternative transportation reimbursement will be accepted.

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
TBD*	Update Hybrid System Software	0.7

**Claim filing will not be available at campaign launch. Claim filing and all repair op codes will be available no later than 7/8/2020.*

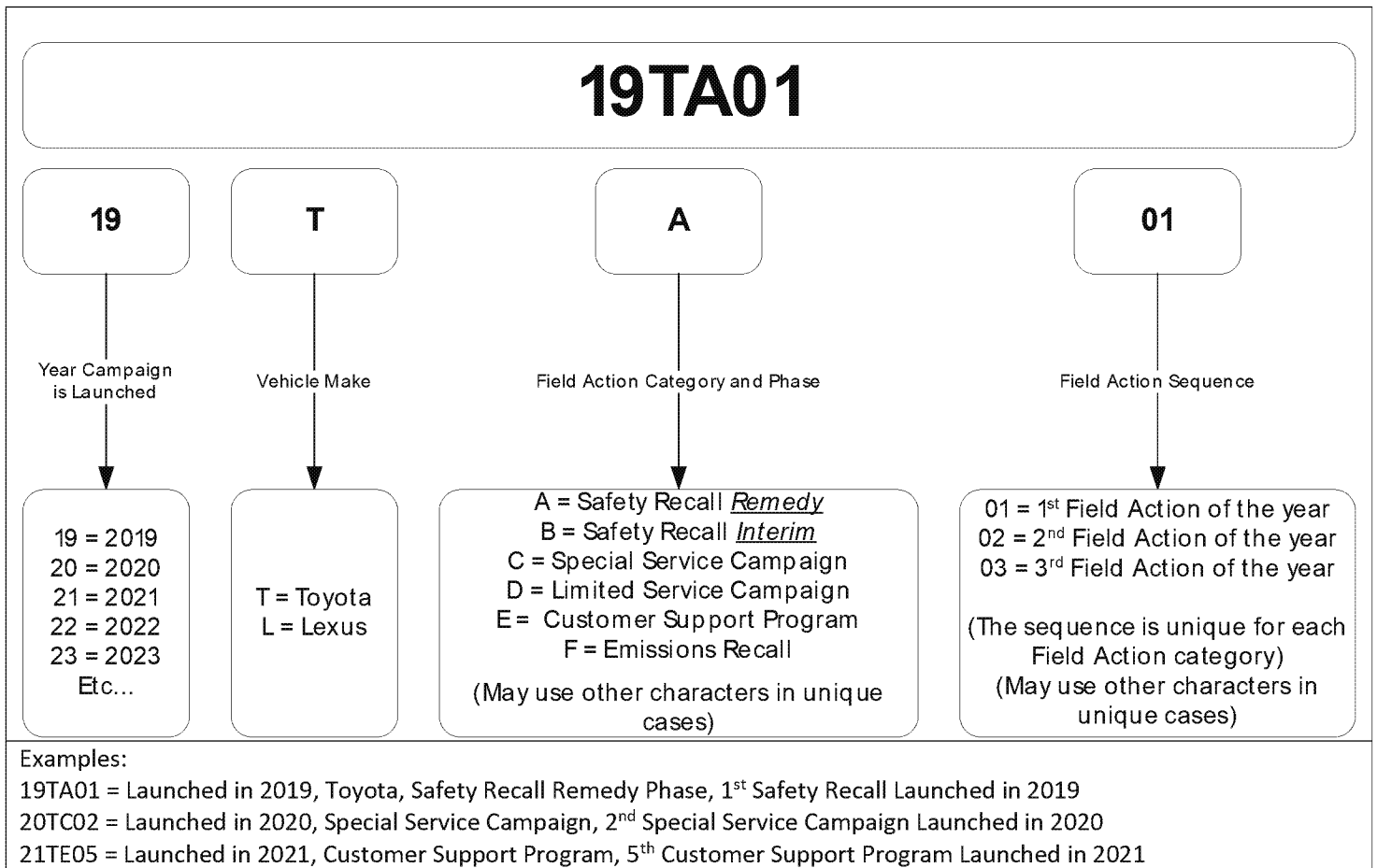
Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder



Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.



TOYOTA

SAFETY RECALL 20TA10 (Remedy Notice)

Certain 2013-2015 Model Year Prius
Certain 2014 - 2017 Model Year Prius V
Hybrid System Software Update

Frequently Asked Questions

Original Publication Date: June 23, 2020

Q1: What is the condition?

A1: The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a fail-safe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash.

Q2: What is Toyota going to do?

A2: Toyota will send an owner notification by first class mail by late August 2020, advising owners to make an appointment with their authorized Toyota dealer to have a software update for the hybrid system performed **FREE OF CHARGE**. For customer satisfaction, if the vehicle has experienced an inverter failure with certain hybrid system faults related to this condition, the inverter assembly will be repaired or replaced **FREE OF CHARGE**.


NOTE (Customers who live in the state of California)


The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Safety Recall, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall completed.




Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.









Q3: Are there any warnings that this condition exists?

A3: No. There are no warnings that this condition exists. **However, if the vehicle enters a fail-safe driving mode the following warning lights will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode.**

Warning Lights (Prius V)	
	Hybrid system warning

Warning Lights (Prius)	
	Master Warning Light

	Slip Indicator
	Check Engine Warning Light
	Electronically Controlled Brake System Warning Light (Yellow Light)

	Hybrid system warning message
	PCS system warning message (if equipped)
NOTE: If PCS equipped. 	  Display switches
	Slip Indicator
	Check Engine Warning Light
	Electronically Controlled Brake System Warning Light (Yellow Light)

Q4a: *How long and what distance can a vehicle be driven when the vehicle enters a fail-safe driving mode?*

A4a: It differs in each model and with varying driving and environmental conditions. Generally, the failsafe mode is designed to allow the driver to operate the vehicle at reduced power for certain distances to allow the driver to maneuver the vehicle to a safe location.

Q4b: *What should I do if my vehicle enters fail-safe driving mode?*

A4b: If a vehicle enters a fail-safe driving mode, the driver should pull over and stop the car in a safe area at the earliest opportunity. The driver should then contact his/her local Toyota dealer for assistance.

Q4c: *Can you describe what happens when the vehicle does not enter fail-safe driving mode as intended? Would the brakes still be operational?*

A4c: The vehicle will run on inertia only. However, the brakes, power steering, and auxiliary systems such as turn signals will be operational as usual.

Q4: *What steps can I take to reduce the possibility of this condition occurring until the remedy is performed?*

A4: Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application when possible. As indicated in your owner's manual, Toyota does not recommend towing with your Prius or Prius V, and we urge you to follow this recommendation to avoid placing a high load on the hybrid system.

Q5: *What if I experience the condition described above?*

A5: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair.

Q6: *Which and how many vehicles are covered by this Safety Recall?*

A6: There are approximately 266,600 vehicles covered by this Safety Recall. Approximately 120 vehicles were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Prius	2013 - 2015	Mid-March 2013 – Early November 2015
Prius V	2014 - 2017	Late June 2014 – Late November 2017

Q6a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A6a: No, there are no other Lexus or Scion vehicles covered by this Safety Recall.

Q7: *How long will the repair take?*

A7: The software update, will take approximately 45 minutes to complete. If the inverter needs to be repaired or replaced, the repair could take up to 7.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q8: *What if I previously paid for repairs related to this Safety Recall?*

A8: Reimbursement consideration instructions will be provided in the owner letter.

Q9: *How does Toyota obtain my mailing information?*

A9: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q10: *What if I have additional questions or concerns?*

A10: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

TOYOTA

This notice applies to your vehicle:
[VIN]

URGENT SAFETY RECALL
This is an important Safety Recall. The
remedy will be performed **FREE OF**
CHARGE to you.

IMPORTANT SAFETY RECALL (Remedy Notice)

Certain 2013-2015 Model Year Prius
Certain 2014 - 2017 Model Year Prius V
Hybrid System Software Update
NHTSA Recall No. xxx-xxx

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 to 2014 model year Prius and certain 2014 to 2017 Prius V vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a fail-safe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash.

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. *Your local Toyota dealer will be more than happy to answer any of your questions.*

- ✓ To find a dealer near you, visit www.toyota.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

What will Toyota do?

Any authorized Toyota dealer will perform the software update for the hybrid system **FREE OF CHARGE**. For customer satisfaction, if the vehicle has experienced an inverter failure with certain hybrid system faults related to this condition, the inverter assembly will be repaired or replaced **FREE OF CHARGE**.

This is an important Safety Recall

The software update will take approximately 45 minutes to complete. If the inverter needs to be repaired or replaced, the repair could take up to 7.5 hours. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

There are no warnings that this condition exists. **However, if the vehicle enters a fail-safe driving mode the following warning lights will be illuminated on the instrument panel when the vehicle enters the fail safe driving mode.**

Warning Lights (Prius V)	
	Hybrid system warning
	Slip Indicator
	Check Engine Warning Light
	Electronically Controlled Brake System Warning Light

Warning Lights (Prius)	
	Master Warning Light
	Hybrid system warning message
	PCS system warning message (if equipped)
<div>NOTE: If PCS equipped.</div>	Display switches
	Slip Indicator
	Check Engine Warning Light
	Electronically Controlled Brake System Warning Light

Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application when possible. As indicated in your Owner’s Manual, Toyota does not recommend towing with your vehicle, and we urge you to follow this recommendation to avoid placing a high load on the system.

If your vehicle is experiencing the condition described and you are unable to drive it to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pickup.

What if you live in California and do not have this Safety Recall Campaign performed?

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Safety Recall Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at **1-888-327-4236 (TTY: 1-800-424-9153)**, or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

INTEROFFICE MEMORANDUM

Original Publication Date: June 23, 2020

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross 
Vice-President, Product Quality and Service Support**SAFETY RECALL 20TA10 (Remedy Notice 20TB10)**

Certain 2013-2015 Model Year Prius
Certain 2014 - 2017 Model Year Prius V
Hybrid System Software Update

Specific information for Region support is provided below.

Condition

The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a fail-safe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on June 23, 2020.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: June 23, 2020

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

SAFETY RECALL 20TA10 (Interim Notice 20TB10)**Certain 2013-2015 Model Year Prius
Certain 2014 - 2017 Model Year Prius V
Hybrid System Software Update**

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
Prius / 2013 - 2015	Mid-March 2013 – Early November 2015	204835	0
Prius V / 2014 -2017	Late June 2014 – Late November 2017	61802	0

On June 24, 2020, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013 to 2015 model year Prius and certain 2014 to 2017 Prius V vehicles.

Condition

The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a fail-safe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash.

Remedy

When the remedy is available, Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the hybrid system software updated **FREE OF CHARGE**. For customer satisfaction, if the vehicle has experienced an inverter failure with certain hybrid system faults related to this condition, the inverter assembly will be repaired or replaced **FREE OF CHARGE**. At this time, Toyota estimates that the remedy can be available in July 2020.

Covered Vehicles

There are approximately 266,600 vehicles covered by this Safety Recall. Approximately 120 vehicles were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify owners by late August 2020.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory - Reminder

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Pre-Owned Vehicles in Dealer Inventory

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email, state "Disclosure Form 20TA10/20TB10" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.





Media Contacts





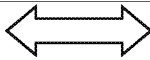




It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

There are no warnings that this condition exists. **However, if the vehicle enters a fail-safe driving mode the following warning lights will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode.**

Warning Lights (Prius V)	
	Hybrid system warning
	Slip Indicator
	Check Engine Warning Light
	Electronically Controlled Brake System Warning Light

Warning Lights (Prius)	
	Master Warning Light
	Hybrid system warning message
	PCS system warning message (if equipped)
NOTE: If PCS equipped. 	  Display switches
	Slip Indicator
	Check Engine Warning Light
	Electronically Controlled Brake System Warning Light

Until the remedy is available, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application when possible. As indicated in your Owner's Manual, Toyota does not recommend towing with your vehicle, and we urge you to follow this recommendation to avoid placing a high load on the system.

If this recommendation is not feasible for the customer's personal or business needs, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day.

If a customer is experiencing the condition described and is unable to drive it to the dealership, your dealership should arrange for vehicle pickup.

NOTE:

- Rental invoice ***MUST*** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).
- Dealers will be allowed to file these Op Codes up to 90 days after the final phase has launched into remedy. After that time, no claims for alternative transportation reimbursement will be accepted.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder

19TA01

19

Year Campaign
is Launched

19 = 2019
20 = 2020
21 = 2021
22 = 2022
23 = 2023
Etc...

T

Vehicle Make

T = Toyota
L = Lexus

A

Field Action Category and Phase

A = Safety Recall Remedy
B = Safety Recall Interim
C = Special Service Campaign
D = Limited Service Campaign
E = Customer Support Program
F = Emissions Recall
(May use other characters in unique cases)

01

Field Action Sequence

01 = 1st Field Action of the year
02 = 2nd Field Action of the year
03 = 3rd Field Action of the year
(The sequence is unique for each Field Action category)
(May use other characters in unique cases)

Examples:

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020
21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.



TOYOTA

SAFETY RECALL 20TA10 (Interim Notice 20TB10)

Certain 2013-2015 Model Year Prius
Certain 2014 - 2017 Model Year Prius V
Hybrid System Software Update

Frequently Asked Questions

Original Publication Date: June 23, 2020

Q1: What is the condition?

A1: The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a fail-safe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash.

Q2: What is Toyota going to do?





A2: When the remedy is available, Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the hybrid system software updated **FREE OF CHARGE**. For customer satisfaction, if the vehicle has experienced an inverter failure with certain hybrid system faults related to this condition, the inverter assembly will be repaired or replaced **FREE OF CHARGE**.





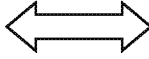




Q3: When will the remedy become available?

A3: Toyota is currently developing the remedy. At this time, Toyota estimates that the remedy can be available in July 2020.

Q4: *Are there any warnings that this condition exists?*

A4: No. There are no warnings that this condition exists. *However, if the vehicle enters a fail-safe driving mode the following warning lights will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode.*

Warning Lights (Prius V)	
	Hybrid system warning
	Slip Indicator
	Check Engine Warning Light
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Q4a: *How long and what distance can a vehicle be driven when the vehicle enters a fail-safe driving mode?*

A4a: It differs in each model and with varying driving and environmental conditions. Generally, the failsafe mode is designed to allow the driver to operate the vehicle at reduced power for certain distances to allow the driver to maneuver the vehicle to a safe location.

Q4b: *What should I do if my vehicle enters fail-safe driving mode?*

A4b: If a vehicle enters a fail-safe driving mode, the driver should pull over and stop the car in a safe area at the earliest opportunity. The driver should then contact his/her local Toyota dealer for assistance.

Q4c: *Can you describe what happens when the vehicle does not enter fail-safe driving mode as intended? Would the brakes still be operational?*

A4c: The vehicle will run on inertia only. However, the brakes, power steering, and auxiliary systems such as turn signals will be operational as usual.

Q5: What steps can I take to reduce the possibility of this condition occurring until the remedy is performed?

A5: Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application when possible. As indicated in your owner's manual, Toyota does not recommend towing with your Prius or Prius V, and we urge you to follow this recommendation to avoid placing a high load on the hybrid system.

Q6: What if I experience the condition described above?

A6: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair.

Q7: Which and how many vehicles are covered by this Safety Recall?

A7: There are approximately 266,600 vehicles covered by this Safety Recall. Approximately 120 vehicles were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Prius	2013 - 2015	Mid-March 2013 – Early November 2015
Prius V	2014 - 2017	Late June 2014 – Late November 2017

Q7a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A7a: No, there are no other Lexus or Scion vehicles covered by this Safety Recall.

Q8: How long will the repair take?

A8: The software update, when available, will take approximately 45 minutes to complete. If the inverter needs to be repaired or replaced, the repair could take up to 7.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q9: What if I previously paid for repairs related to this Safety Recall?

A9: Reimbursement consideration instructions will be provided in the owner letter.

Q10: How does Toyota obtain my mailing information?

A10: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q11: What if I have additional questions or concerns?

A11: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

TOYOTA

This notice applies to your vehicle:
[VIN]

**URGENT SAFETY RECALL
INTERIM NOTICE**

We are currently preparing the remedy. We will notify you again when the remedy is available.

IMPORTANT SAFETY RECALL (Interim Notice)

Certain 2013-2015 Model Year Prius
Certain 2014 - 2017 Model Year Prius V
Hybrid System Software Update
NHTSA Recall No. xxx-xxx

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect which relates to motor vehicle safety, exists in certain 2013 to 2014 model year Prius and certain 2014 to 2017 Prius V vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a fail-safe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash.

What should you do?

We appreciate your patience while we prepare the remedy. We will notify you again when the remedy is available. Your local Toyota dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.toyota.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.





What will Toyota do?

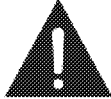



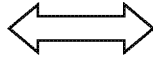




When the remedy is available, Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the hybrid system software updated **FREE OF CHARGE**. For customer satisfaction, if the vehicle has experienced an inverter failure with certain hybrid system faults related to this condition, the inverter assembly will be repaired or replaced **FREE OF CHARGE**. At this time, Toyota estimates that the remedy can be available in July 2020.

This is an important Safety Recall

The repair when available will take approximately 45 minutes to complete the software update. If the inverter needs to be repaired or replaced, the repair could take up to 7.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

There are no warnings that this condition exists. **However, if the vehicle enters a fail-safe driving mode the following warning lights will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode.**

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Until the remedy is available, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application when possible. As indicated in your Owner's Manual, Toyota does not recommend towing with your vehicle, and we urge you to follow this recommendation to avoid placing a high load on the system.

If your vehicle is experiencing the condition described and you are unable to drive it to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pickup.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at **1-888-327-4236 (TTY: 1-800-424-9153)**, or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

INTEROFFICE MEMORANDUM

Original Publication Date: June 23, 2020

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross 
Vice-President, Product Quality and Service Support**SAFETY RECALL 20TA10 (Interim Notice 20TB10)**

Certain 2013-2015 Model Year Prius
Certain 2014 - 2017 Model Year Prius V
Hybrid System Software Update

Specific information for Region support is provided below.

Condition

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Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on June 23, 2020.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL 20TA10

HYBRID SYSTEM SOFTWARE UPDATE

CERTAIN 2013 - 2015 PRIUS

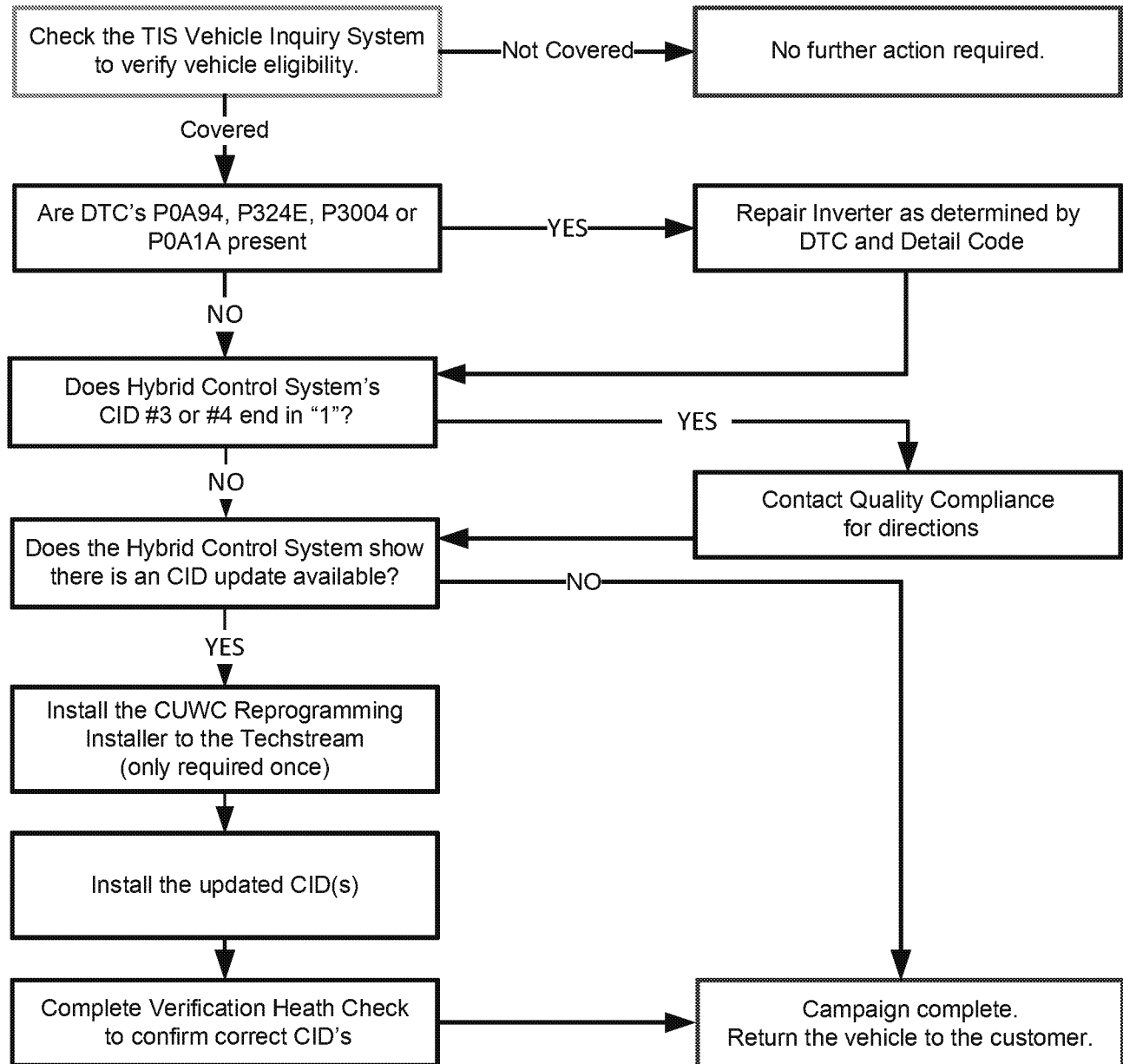
Prius V Technical Instructions are in a separate document

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certification levels:

- Expert Technician (Hybrid)
- Master Technician
- Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.
- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

Note: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

III. PREPARATION

1. PARTS

Part Number	Part Description	Quantity
00451-00001-LBL*	Authorized Modification Label	1

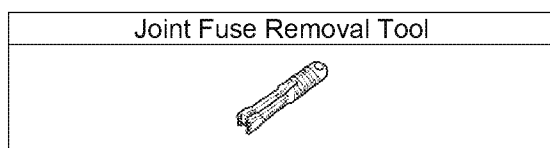
*Labels can be ordered in packs of 25 from the MDC through the Dealer Daily Website

2. TOOLS, SUPPLIES & EQUIPMENT

- Standard Hand Tools
- Techstream 2.0 / Techstream Lite with software version 13.30 or greater installed
- GR8 Battery Diagnostic Station
- T-SB-0134-16

SST – These Special Service Tools required for this repair:

Part Number	Tool Name	Quantity
09891-47020	Inverter Case Separator	1
Campaign tool	Joint Fuse removal tool	1



The fuse removal tools were shipped to the dealers for a previous campaign.

IV. BACKGROUND

The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a fail-safe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash.

V. INSPECT INVERTER CONDITION



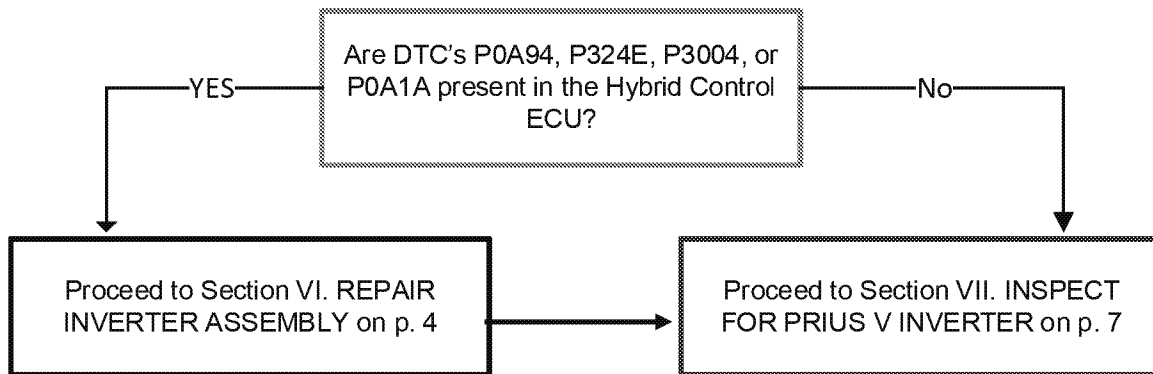
1. PERFORM HEALTH CHECK

- a. Using a Techstream, perform a Health Check.



If any hybrid DTC's are found that indicate a safety risk at performing this repair, do not proceed until they have been resolved.

Note: This Safety Recall covers only the specified ECU updates and Inverter repairs, as detailed in these instructions. It does not cover the diagnosis or replacement of any other parts on the vehicle, including the hybrid system.

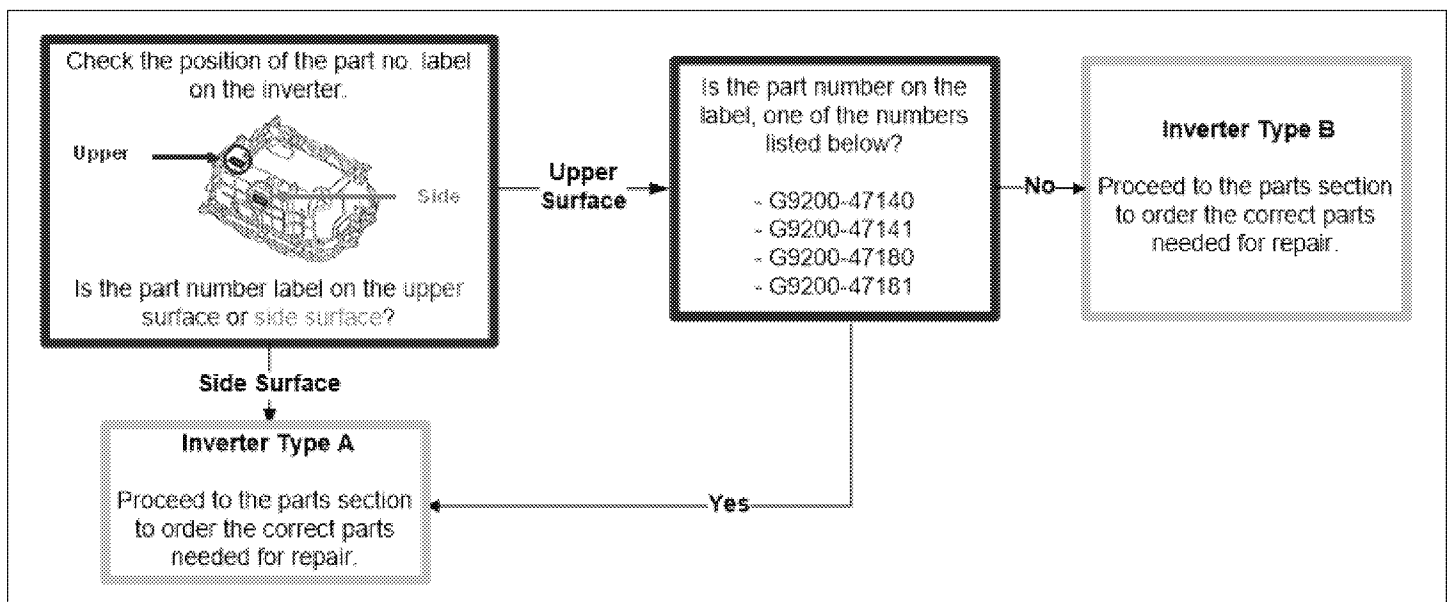


VI. REPAIR INVERTER ASSEMBLY

Note: Repairing the inverter is required only if DTC's P0A94, P324E, P3004 or P0A1A are present. If these DTC's are not present, skip to section VII. Inspect for Prius V Inverter on page 7.

1. DETERMINE INVERTER ASSEMBLY TYPE

- a. Using the flowchart below determine the inverter type (A or B).



2. DETERMINE REPAIR COMPONENTS BASED ON DTC DETAIL CODE AND INVERTER TYPE

- If multiple DTCs are present save the freeze frame data.
- After saving the freeze frame data, clear codes and confirm what DTCs reset.
- If multiple codes return, follow the repair manual diagnosis procedure for the DTC with Freeze Frame Data Occurrence Order value of "1".
- Use the correct table below to identify the parts required for repair, the correct parts are listed in the bottom row of each table.

TYPE A

DTC	DTC DETAIL CODE	IPM REPLACEMENT	<ul style="list-style-type: none"> • MG-ECU • CURRENT SENSOR • INVERTER WIRE HARNESS 	<ul style="list-style-type: none"> • MG-ECU • CURRENT SENSOR • IPM • INVERTER WIRE HARNESS 	INVERTER ASSY
P0A94	127			X	
	172	X			
	442			X	
	547		X		
	548			X	
	549		X		
	550			X	
	553	X			
	554		X		
	555			X	
	556		X		
	557	X			
	564			X	
	585			X	
	587			X	
	589			X	
	590			X	
P324E	788			X	
P0A1A	151			X	
	155		X		
	156		X		
	166		X		
	200		X		
	658		X		
	659		X		
	791		X		
	793		X		
P3004	131				X
	132				X
	800	X			
	801	X			
PARTS & QUANTITY (QTY)		04899-47021 (1) 08887-02809 (2) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1) 00272-SLLC2 (1)	G920H-47150 (1) G920J-52010 (1) G9208-47090 (1) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1)	04899-47021 (1) 08887-02809 (2) G920H-47150 (1) G920J-52010 (1) G9208-47090 (1) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1) 00272-SLLC2 (1)	ORDER INVERTER BY VIN 90430-18008 (1) 00272-SLLC2(1)



Thermal grease for IPM replacement is NOT interchangeable. Only grease specified for the Prius inverter can be used. Grease for the Highlander IPM replacement will result in inverter failure if used.

TYPE B

DTC	DTC DETAIL CODE	IPM REPLACEMENT	MG-ECU	• MG-ECU • IPM	• MG-ECU • CURRENT SENSOR • IPM	INVERTER ASSY
P0A94	127			X		
	172	X				
	442			X		
	547		X			
	548				X	
	549		X			
	550			X		
	553	X				
	554		X			
	555				X	
	556		X			
	557	X				
	564			X		
	585			X		
	587			X		
	589			X		
	590			X		
P324E	788				X	
P0A1A	151				X	
	155		X			
	156		X			
	166		X			
	200		X			
	658		X			
	659		X			
	791		X			
	792		X			
	793		X			
P3004	131					X
	132					X
	800	X				
	801	X				
PARTS & QUANTITY (QTY)		04899-47021 (1) 08887-02809 (2) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1) 00272-SLLC2 (1)	G920H-47150 (1) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1)	04899-47021 (1) 08887-02809 (2) G920H-47150 (1) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1) 00272-SLLC2 (1)	04899-47021 (1) 08887-02809 (2) G920H-47150 (1) G920J-52010 (1) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1) 00272-SLLC2 (1)	ORDER INVERTER BY VIN 90430-18008 (1) 00272-SLLC2(1)



Thermal grease for IPM replacement is NOT interchangeable. Only grease specified for the Prius inverter can be used. Grease for the Highlander IPM replacement will result in inverter failure if used.

3. TO REPAIR THE INVERTER, CLICK ON THE RELEVANT LINK BELOW:

[2013 Prius: Intelligent Power Module Transistor Removal](#)

[2014 Prius: Intelligent Power Module Transistor Removal](#)

[2015 Prius: Intelligent Power Module Transistor Removal](#)

4. CONTINUE TO THE NEXT SECTION TO CONFIRM CID'S STATUS

VII. INSPECT FOR PRIUS V INVERTER OR MG ECU

1. INSPECTION OF HYBRID CONTROL CID'S #3 & #4

- Identify the Hybrid Control CID #3 & #4 from the Stored Data tab.
- Determine if the last digit of CID #3 & #4 is a "0" or a "1".

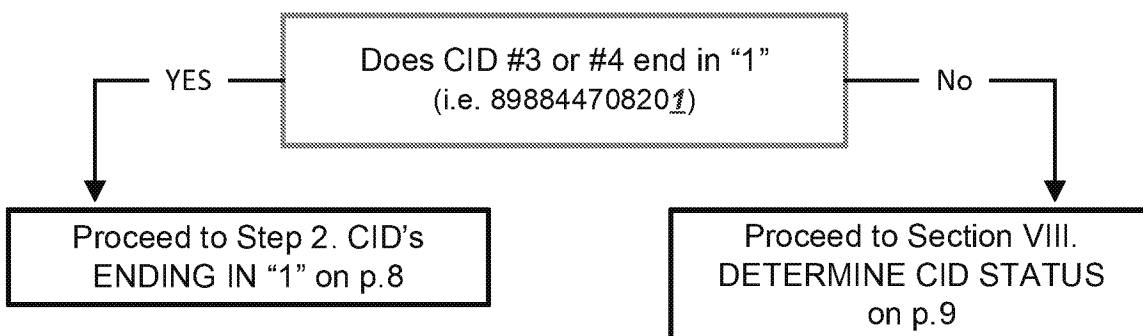
For example: CID 898844708200, has the last digit of "0".

CID 898844708201, has the last digit of "1".

Note: The actual CID's will vary, and may not be the same CID as the example.

The screenshot shows the Techstream interface for a 2014 Prius ZZR-FXE. The 'Stored Data' tab is selected. The 'Hybrid Control' section is highlighted. A table lists various systems with their CID values and update status. An arrow points to the CID values 898844708200 and 898844708201, labeled 'CID #3 & #4'.

System	Used	RoB	Calibration	Update
Engine and ECT	-	-	34704000	No
	-	-	A4701000	No
	-	-	898034747100	Yes
	-	-	898057602000	No
	-	-	898844708200	No
	-	-	898844708201	No
Cruise Control	-	-	-	-
Tire Pressure Monitor	-	-	-	-
ABS/ESC/TRAC	-	-	F152647210	No
EMPS	-	-	JCU315F0	No
Transmission Control	-	-	-	-



2. CID's ENDING IN "1"

It may be necessary to determine if a Prius has been incorrectly repaired with a Prius V inverter or Motor Generator (MG) ECU in the past. This condition may be identified by reviewing the Hybrid Control System CIDs #3 & #4. If the #3 and #4 CIDs end in a "1" instead of a "0", this may indicate that Prius V components were installed in a Prius vehicle.

This mismatch of CID's will create an error message when performing 20TA10 and will prevent its completion. To address this situation, the vehicle must be repaired using parts that are correct for a Prius.

If the vehicle requires replacement of the Inverter or MG ECU because Prius V parts are installed, it will be necessary to contact Quality Compliance for direction.

Please check Toyota National Service History (NSH) to determine if the Prius V inverter or MG ECU was installed at a Toyota dealership. The following part numbers would confirm the issue:

- G9200-49056 Prius V Inverter Assembly
- G920H-47040 Prius V Motor Generator ECU

Email Quality Compliance with the following information to determine the repair direction:

Email address: quality_compliance@toyota.com

Email subject: 20TA10 Inverter/MG ECU Request

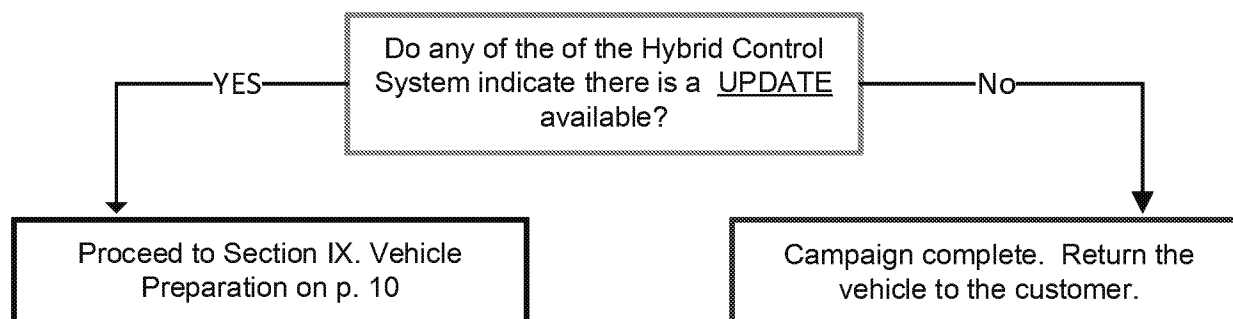
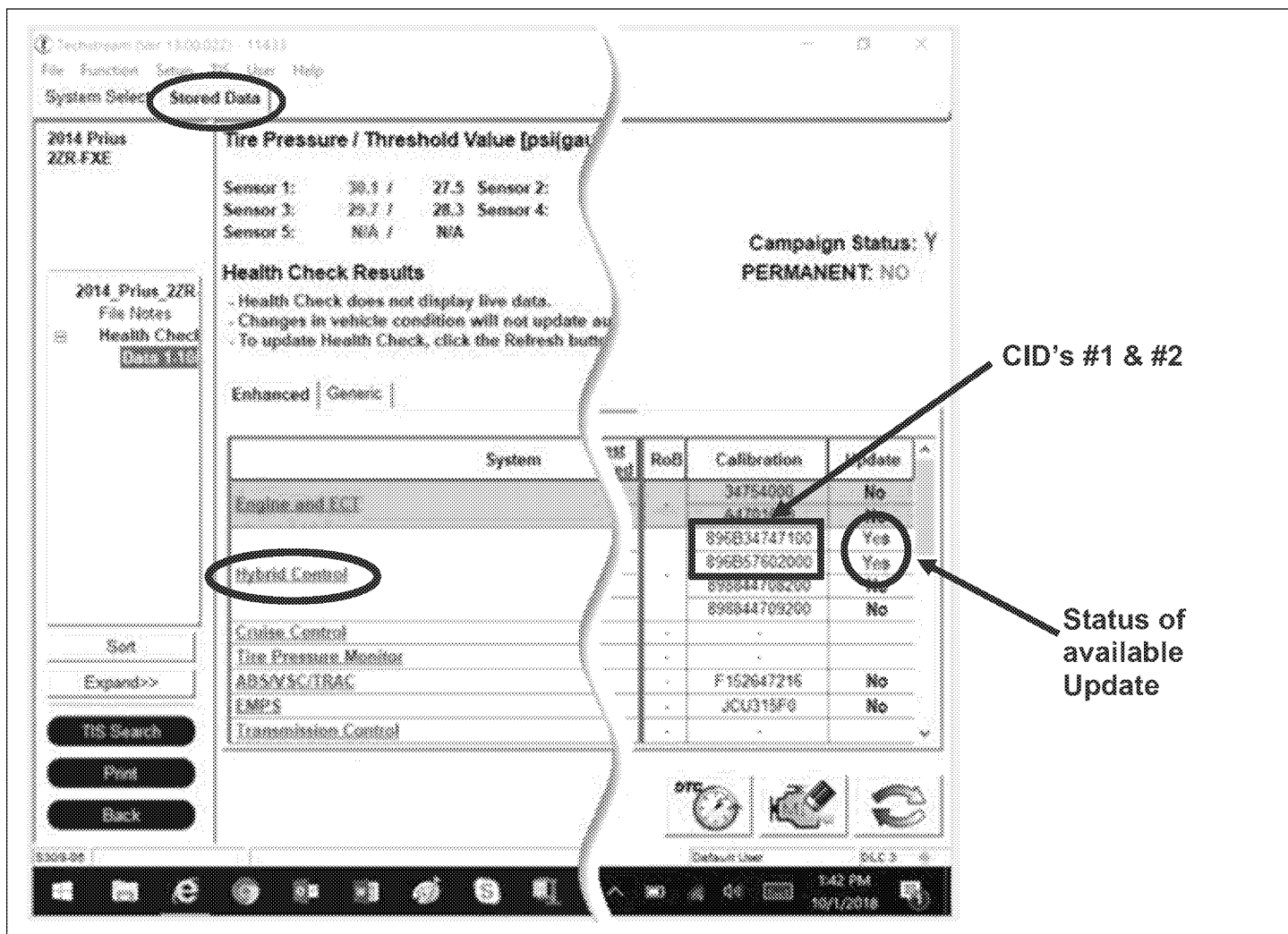
Email contents:

- VIN #
- Screenshot of Hybrid Control CID's
- RO# and date of previous Inverter or MG ECU replacement in NSH (if found).
- Part number of Inverter or MG ECU replacement in NSH (if found).
- Technicians Name and contact number.

VIII. DETERMINE CID STATUS

1. DETERMINE STATUS of HYBRID CONTROL SYSTEM CID's

- Locate the Update column for the Hybrid Control System in the Stored Data tab.
- Determine the status of the first **2 CID's** listed for the Hybrid Control ECU; indicated by a **YES** or **NO** in the Update column.



If the Update Column listed "No" in the location specified above, no further action is necessary. The campaign is now completed. The vehicle can be returned to the customer.

IX. VEHICLE PREPARATION

The ECU reprogramming procedure is detailed in T-SB-0134-16. Reference this Bulletin for additional detailed procedures and information.

1. VEHICLE BASICS

a. Confirm the following conditions:

- Vehicle in the IG position (engine off).
- Transaxle in Park.
- Parking brake engaged.
- Turn off all electrical accessories (i.e. Headlights, wipers, climate control, audio system, etc.)

2. CONNECT THE 12v BATTERY TO A POWER SUPPLY

- a. Connect the DCA-800, GR8 or other type of a power supply (not a battery charger) to the 12v battery.
- b. Activate the Power Supply Mode.



A power supply ***MUST*** be used during reprogramming. ECU damage will occur if the battery voltage is not properly maintained during this re-flash procedure.

Note: A power supply must be connected directly to the 12v battery terminals and NOT the remote jump posts under the hood (if equipped).

3. VERIFY TECHSTREAM SETUP

a. Verify that the Techstream meets the following conditions:

- Current version of software is installed (reference TIS for latest software version).
- The Techstream battery is fully charged. If not, connect the Techstream to a 120v source.
- The DLCIII cable is in good condition.



The Techstream battery must be maintained during the update procedure. If necessary, plug the Techstream into a 120v outlet to ensure that a failure does not occur.

Note: If the Techstream communication with the vehicle fails during the re-flash procedure, the ECU will be damaged and must be replaced.

4. Verify Techstream Configuration

- From the menu at the top of the screen, select: Setup / Techstream Configuration.
- Continue to the third setup screen: Required Information.
- Verify that "US Dealer 1" is selected as the User Type.

Please input the following information.

Required Information

This Information is used for error report follow up.

Dealer Name

Dealer Code

Dealer Phone

Dealer Country /Region

This selection is used to configure Techstream network settings.

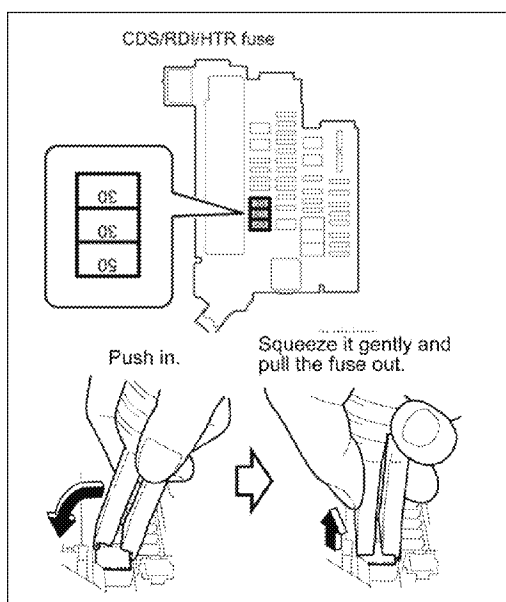
User Type

Example:
TOYOTA/LEXUS/SCION Dealers in the U.S. for one.tis.toyota.com

5. MAINTAIN BRAKE SYSTEM PRESSURE


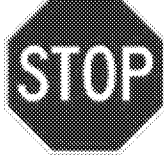
- Depress the brake pedal fully 2 times within 2 seconds.

Note: You may hear the hydro-boost pump run for a few seconds when completing these steps. This procedure will prevent the pump from running during the calibration update procedure.



6. REMOVE JOINT FUSE FROM ENGINE ROOM FUSE BOX

- Confirm the joint fuse orientation before removal because the fuse can be installed in either direction.
- Using the fuse puller remove the joint fuse that encases the CDS (30A), RDI (30A) and HTR (50A).



Permanent damage to the ECU's can happen if these fuses are not removed.

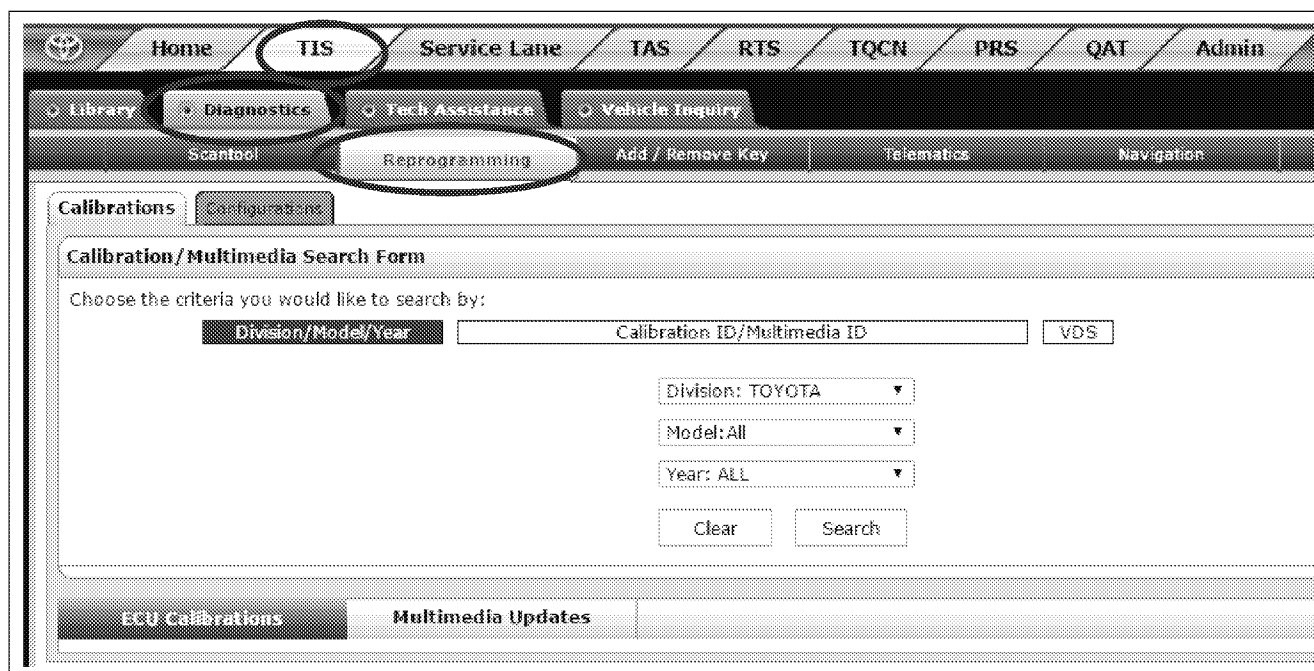
Removing these fuses will stop the vehicle from performing onboard diagnostic tests during the update, which could cause the update to fail and damage the ECU.

X. CUWC APPLICATION

1. INSTALL CUWC FILE INSTALLER (Only required once for each Techstream)

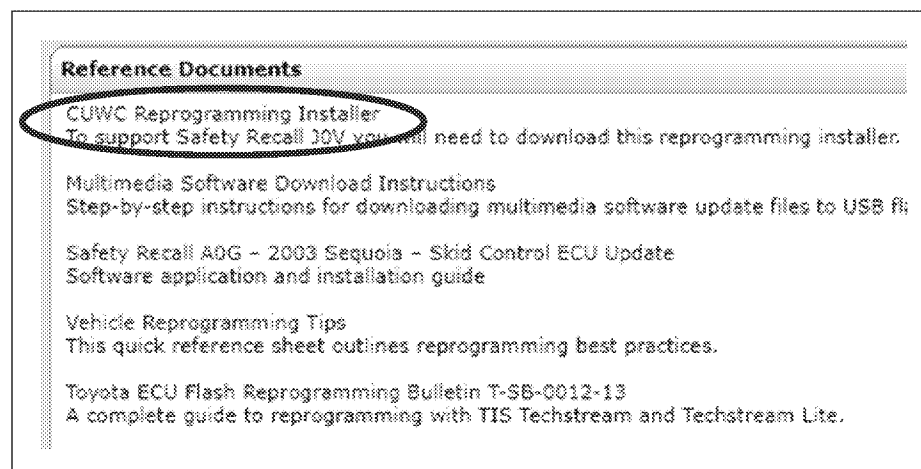
a. In TIS, select the following:

- TIS / Diagnostics / Reprogramming



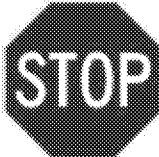
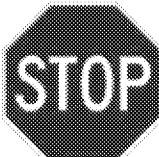
b. On the right side of the screen, select the following from the Reference Documents:

- CUWC Reprogramming Installer
- Follow the on-screen instructions to complete the installation.



Note: The installation of the CUWC Reprogramming Installer will only need to be completed one time for each Techstream.

(cont. on next page)

 	<p><u>Permanent damage to the ECU's will occur if the following actions are attempted during the CID update procedure:</u></p> <ul style="list-style-type: none"> • Attempt to close the CUWC installer • Attempt to close the Calibration Wizard • Turning off the vehicle's ignition • Turning off the Techstream Unit • Unplugging the Techstream from the vehicle while programming is in process
--	---

The following message will appear when the CUWC installation application is running. This image cannot be closed manually. **When the installation of all necessary CID's is complete, the image will close.**

Message displayed during CID update process:

CUWC is starting...
Lancement de CUWC...
CUWC esta iniciando...



<Caution>

- Do not operate Techstream
- When the CUWC application or PC Stop unexpectedly, please recover ECU from CUW application.

<Attention>

- Ne pas utiliser Techstream.
- Lorsque l' application CUWC ou le PC s' arrete inopinement, veuillez restaurer l' ECU depuis l' application CUWC.

<Cuidado>

- No opere Techstream.
- Si la aplicacion CUWC o la PC se detienen inesperadamente, por favor recupere ECU de la aplicacion CUW.

XI. CID INSTALLATION

1. INSTALLATION OF CID'S

Note: Since there are multiple CID groups available, it will be necessary to identify the correct group by referencing CID's #3 & #4.

- Identify the Hybrid Control CID #3 & #4 from the Stored Data tab.
- Referencing the correct model year in the chart's below, identify the chart that has the correct CID #3 & #4.
- Select the Group # link (blue text) to begin the update process.
- Follow the instruction on the screen to complete the installation.

The screenshot shows the Techstream (Ver 13.00.002) interface. The 'Stored Data' tab is selected. The left sidebar shows the '2014 Prius_2ZR-FXE' vehicle and the 'Health Check' option. The main display area shows 'Tire Pressure / Threshold Value [psi/gal]' and 'Health Check Results'. A table on the right lists various systems with their calibration IDs and update status. An arrow points to the 'Hybrid Control' row, highlighting the calibration IDs 030644708200 and 030644709200, which are labeled as CID #3 & #4.

System	RoB	Calibration	Update
Engine and ECT	-	34754000	No
-	-	A4701000	No
-	-	096034747100	Yes
-	-	030644708200	No
-	-	030644709200	No
-	-	-	-
-	-	F152647210	No
-	-	JCU310F0	No
-	-	-	-

Year	CID#	Original	Current
2013 Prius	CID #1	896B34736000 896B34736100 896B34736200 896B34736300	<u>2013 Prius #1</u> CID #1: 896B34736400 CID #2: 896B57602000 CID #3: 898844701400 CID #4: 898844702300
	CID #2	896B57602000	
	CID #3	89884470 1200 89884470 1300 89884470 1400	
	CID #4	89884470 2100 89884470 2200 89884470 2300	

2013 Prius	CID #1	896B34736000 896B34736100 896B34736200 896B34736300	<u>2013 Prius #2</u> CID #1: 896B34736400 CID #2: 896B57602000 CID #3: 898844708200 CID #4: 898844709200
	CID #2	896B57602000	
	CID #3	89884470 8000 89884470 8100 89884470 8200	
	CID #4	89884470 9000 89884470 9100 89884470 9200	

Prius V Technical Instructions are in a separate document

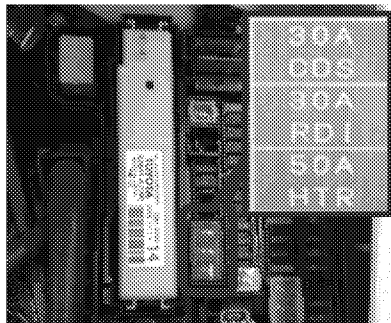
(cont. on next page)

Year	CID#	Original	Current
2014 - 2015 Prius	CID #1	896B34747000 896B34747100 896B34747200	<u>2014-2015 Prius #1</u> CID #1: 896B34747300 CID #2: 896B57602000 CID #3: 898844701400 CID #4: 898844702300
	CID #2	896B57602000	
	CID #3	89884470 1200 89884470 1300 89884470 1400	
	CID #4	89884470 2100 89884470 2200 89884470 2300	

2014 - 2015 Prius	CID #1	896B34747000 896B34747100 896B34747200	<u>2014-2015 Prius #2</u> CID #1: 896B34747300 CID #2: 896B57602000 CID #3: 898844708200 CID #4: 898844709200
	CID #2	896B57602000	
	CID #3	89884470 8000 89884470 8100 89884470 8200	
	CID #4	89884470 9000 89884470 9100 89884470 9200	

Prius V Technical Instructions are in a separate document

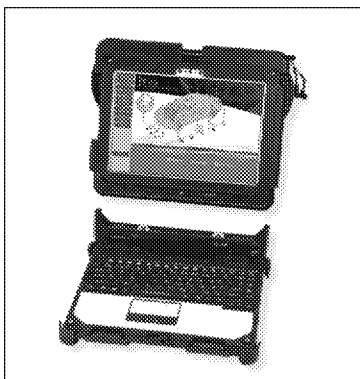
XII. COMPLETE UPDATE



1. **REINSTALL JOINT FUSE INTO ENGINE ROOM FUSE BOX**
 - a. Confirm the joint fuse orientation before reinstalling because the joint fuse can be installed in either direction.
 - b. Reinstall the joint fuse that encases the CDS (30A), RDI (30A) and HTR (50A).



BE SURE TO ORIENT THE FUSE AS SHOWN ON THE FUSE BLOCK COVER.



2. PERFORM VERIFICATION HEALTH CHECK

- a. Using a Techstream, perform a Health Check.
- c. Clear DTC's that may have set during the re-flash procedure.
- d. **Re-run the Health Check to confirm that no DTC's reappear.**



THIS VERIFICATION HEALTH CHECK IS NECESSARY to update the results and CID's to the National database.

3. CONFIRM CID UPDATE

- a. On the Stored Data tab, confirm the following for the Hybrid Control System:
 - The Update column lists "No" for the first 2 Hybrid Control System CID's

2014 Prius 2ZR-FXE

Tire Pressure / Threshold Value [psi/gau]

Sensor 1: 30.1 / 27.5 Sensor 2: 30.1 / 27.5
 Sensor 3: 29.7 / 28.3 Sensor 4: 30.1 / 27.5
 Sensor 5: N/A / N/A

Health Check Results

- Health Check does not display live data.
- Changes in vehicle condition will not update as
- To update Health Check, click the Refresh button

Enhanced | Generic

System	RoB	Calibration	Update
Engine and ECT	34754000	A4701100	No
Hybrid Control	896B34747100	896B57602000	No
	896B44708200	896B44709200	No
Cruise Control	-	-	No
Tire Pressure Monitor	-	-	No
ABS/VSC/TRAC	-	F152647216	No
EMPS	-	JCU3116F0	No
Transmission Control	-	-	No

Campaign Status: N

PERMANENT: NO

2 CID's for the Hybrid Control System

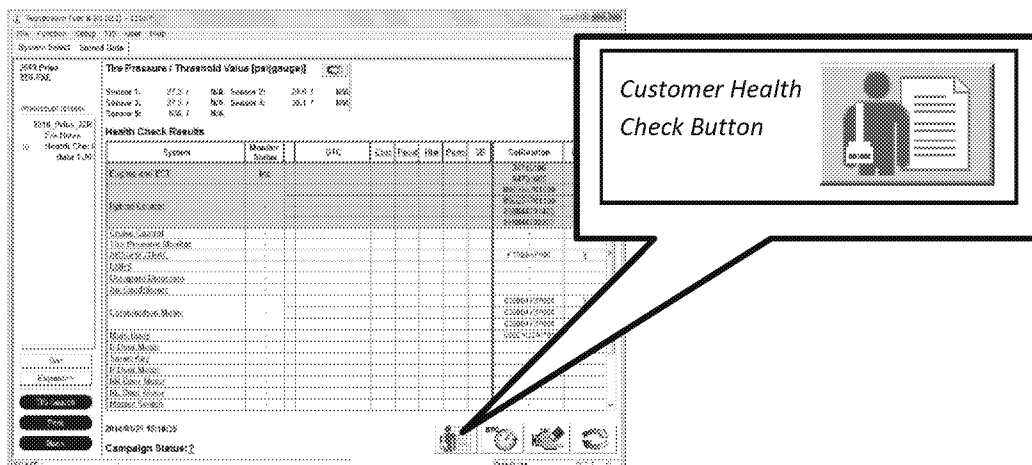
MUST say "NO"



It is recommended to have this step verified by someone other than the individual who performed the update.

4. PRINT CUSTOMER HEALTH CHECK REPORT

- From the Stored Data tab, select the Customer Health Check Report button (TIS will launch when button is pressed).



- Log in to TIS.
- Input Vehicle Mileage and Repair Order number.
- Check the "Performed" campaign button for campaign 20TA08.
- Select the Report button.

The screenshot shows the 'Diagnostic Report' form. Under the 'Vehicle Information' section, there are fields for 'Mileage' and 'Repair Order'. Below this, a message states: 'Our systems show the following campaigns are outstanding. Have any of these campaigns been completed? Check for SSC door label if unsure.' There are two buttons: 'Performed' and 'Not Performed'. The 'Performed' button is circled in red.

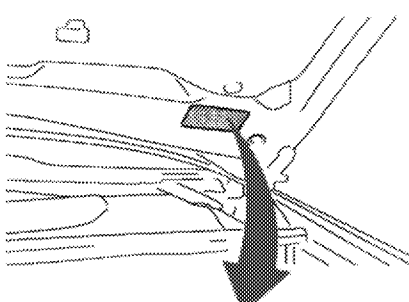
- Confirm Customer Health Check Report information is correct.

The screenshot shows the 'Diagnostic Report' form with the 'Health Check Summary' table. The table has three columns: 'Checkpoints', 'Status', and 'Comments'. The rows show various systems (Powertrain, Chassis, Electrical, Network Systems) all with a status of 'All systems OK'. The 'Service Campaigns' row shows 'No Action Required' and 'Performed'. Below the table, there are fields for 'Technician Signature' and 'Quality Inspector Signature'.

- Print Customer Health Check Report from TIS.
- Sign and provide to the customer.

5. ATTACH THE AUTHORIZED VEHICLE MODIFICATION LABEL

- Fill out the label.
- Affix the label to the under-side of the hood.



TOYOTA MOTOR CORPORATION
AUTHORIZED MODIFICATIONS
 THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:

1 →
 2 →

THESE MODIFICATIONS HAVE BEEN APPROVED
 AS APPROPRIATE BY EPA AND CARB

3 → DEALER CODE: DATE: 4 →
 CHANGE AUTHORITY: 5 →

1	Hybrid Control System
2	(Calibration ID's)
3	(Dealer Code)
4	(Date Completed)
5	Safety Recall 20TA08

Calibration ID's listed for the Hybrid Control System after completing the final Health Check. The CID's will vary for car to car.

Hybrid Control	896B34747100
	896B57602000
	898844708200
	898844709200

◀ VERIFY REPAIR QUALITY ▶

- Confirm all ECM Calibration has been updated successfully to the NEW CID's.
- Confirm that the Authorized Modification Label has been installed

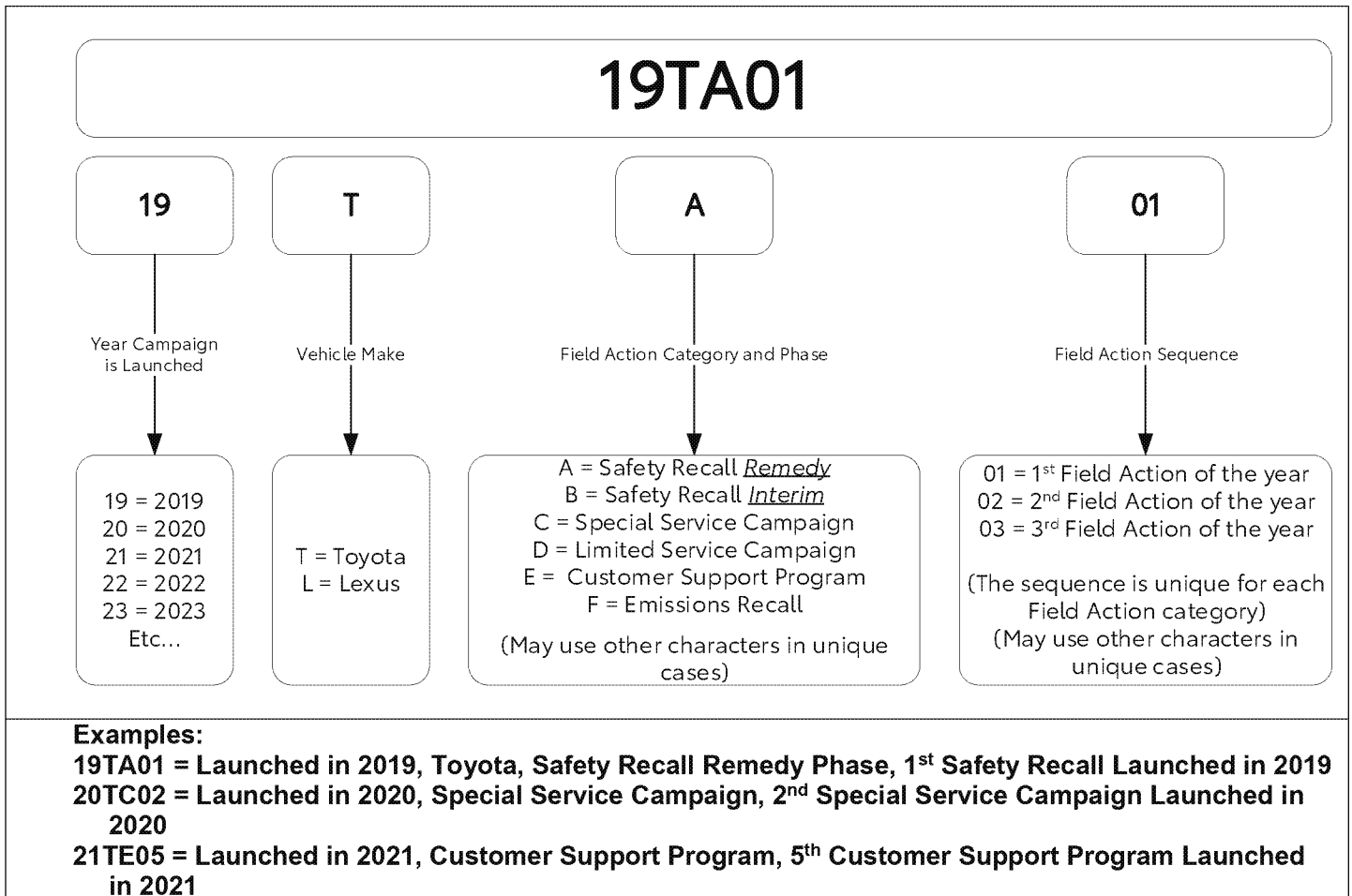
If you have any questions regarding this Safety Recall, please contact your regional representative

XIII. APPENDIX

A. PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

B. CAMPAIGN DESIGNATION DECORDER



TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL 20TA10

HYBRID SYSTEM SOFTWARE UPDATE

CERTAIN 2014 - 2017 PRIUS V

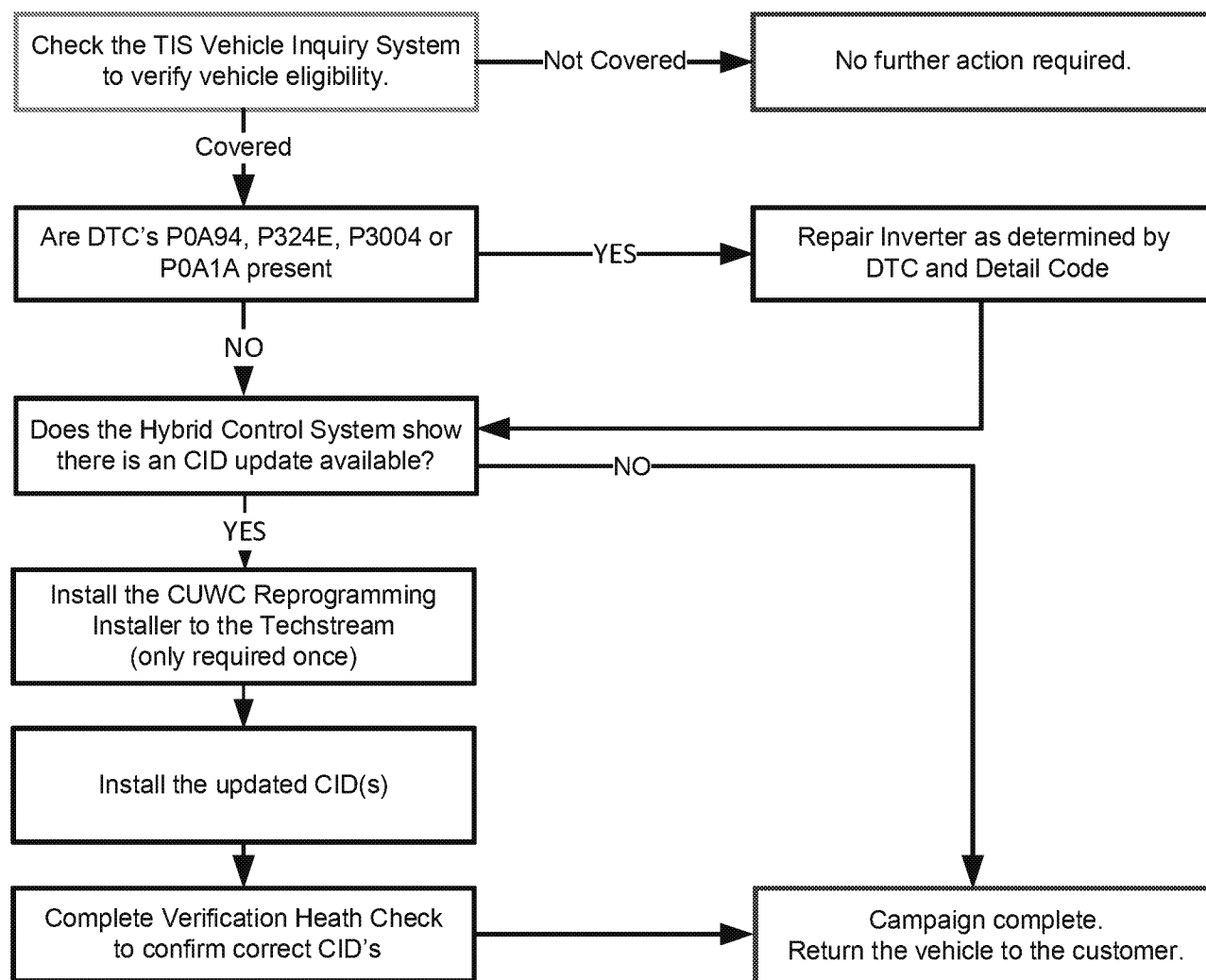
**Technical Instructions for the 2013-2015 Prius
are in a separate document**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials." To ensure that all vehicles have the repair performed correctly, technicians performing this recall repair are required to currently hold at least one of the following certification levels:

- Expert Technician (Hybrid)
- Master Technician
- Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.
- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

Note: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

III. PREPARATION

1. PARTS

Part Number	Part Description	Quantity
00451-00001-LBL*	Authorized Modification Label	1

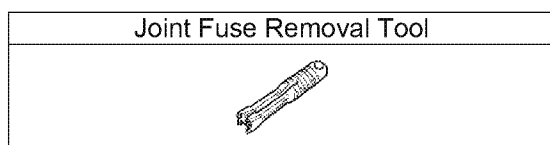
*Labels can be ordered in packs of 25 from the MDC through the Dealer Daily Website

2. TOOLS, SUPPLIES & EQUIPMENT

- Standard Hand Tools
- Techstream 2.0 / Techstream Lite with software version 13.30 or greater installed
- GR8 Battery Diagnostic Station
- T-SB-0134-16

SST – These Special Service Tools required for this repair:

Part Number	Tool Name	Quantity
09891-47020	Inverter Case Separator	1
Campaign tool	Joint Fuse removal tool	1



The fuse removal tools were shipped to the dealers for a previous campaign. Additional tools will also be sent.

IV. BACKGROUND

The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a failsafe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash.

V. INSPECT INVERTER CONDITION

1. Verify Techstream Configuration

- From the menu at the top of the screen, select: Setup / Techstream Configuration.
- Continue to the third setup screen: Required Information.
- Verify that "US Dealer 1" is selected as the User Type.

Please input the following information.

Required Information

This Information is used for error report follow up.

Dealer Name

Dealer Code

Dealer Phone

Dealer Country /Region

This selection is used to configure Techstream network settings.

User Type

Example:
TOYOTA/LEXUS/SCION Dealers in the U.S. for one.tis.toyota.com upgrade



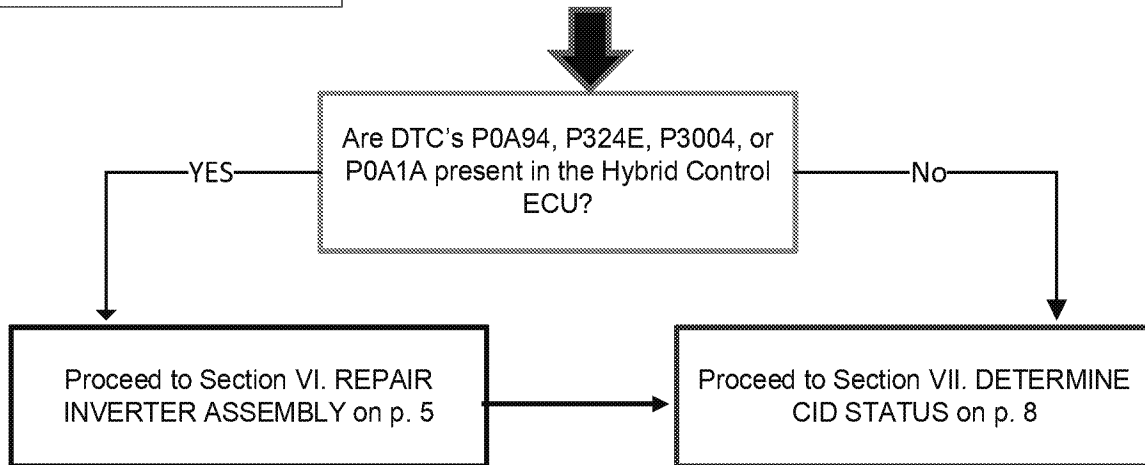
2. PERFORM HEALTH CHECK

- Using a Techstream, perform a Health Check.



If any hybrid DTCs are found that indicate a safety risk while performing this repair, do not proceed until they have been resolved.

Note: This Safety Recall covers only the specified ECU updates and Inverter repairs, as detailed in these instructions. It does not cover the diagnosis or replacement of any other parts on the vehicle, including the hybrid system.

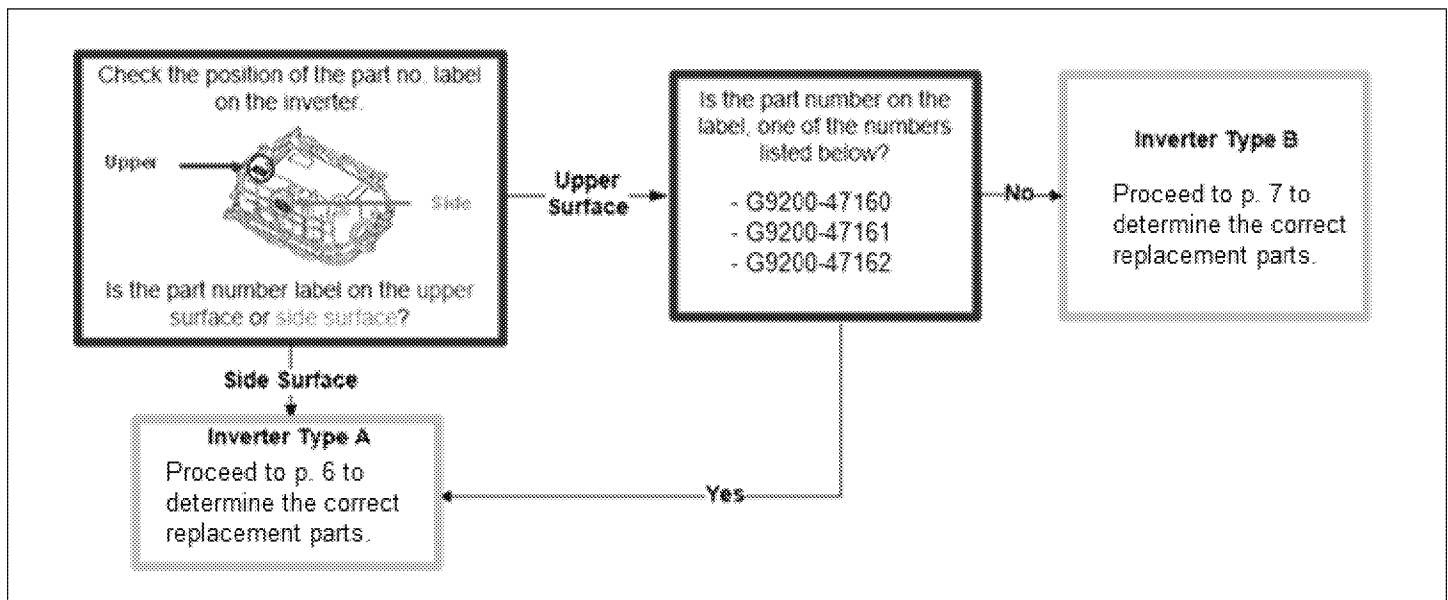


VI. REPAIR INVERTER ASSEMBLY

Note: Repairing the inverter is required only if DTCs P0A94, P324E, P3004 or P0A1A are present. If these DTCs are not present, skip to section VII. INSPECT FOR PRIUS INVERTER OR MG ECU on p 8.

1. DETERMINE INVERTER ASSEMBLY TYPE

- Using the flowchart below, determine the inverter type (A or B).



2. DETERMINE REPAIR COMPONENTS BASED ON DTC DETAIL CODE AND INVERTER TYPE

- If multiple DTCs are present, save the freeze frame data.
- After saving the freeze frame data, clear codes and confirm what DTCs reset.
- If multiple codes return, follow the repair manual diagnosis procedure for the DTC with Freeze Frame Data Occurrence Order value of "1."
- Use the correct table below to identify the parts required for repair, the correct parts are listed in the bottom row of each table.

2014 MY PRIUS V TYPE A

DTC	DTC DETAIL CODE	IPM REPLACEMENT	<ul style="list-style-type: none"> • MG ECU • CURRENT SENSOR • INVERTER WIRE HARNESS 	<ul style="list-style-type: none"> • MG-ECU • CURRENT SENSOR • IPM • INVERTER WIRE HARNESS 	INVERTER ASSY
P0A94	127			X	
	172	X			
	442			X	
	547		X		
	548			X	
	549		X		
	550			X	
	553	X			
	554		X		
	555			X	
	556		X		
	557	X			
	564			X	
	585			X	
	587			X	
	589			X	
	590			X	
P324E	788			X	
P0A1A	151			X	
	155		X		
	156		X		
	166		X		
	200		X		
	658		X		
	659		X		
	791		X		
	792		X		
	793		X		
P3004	131				X
	132				X
	800	X			
	801	X			
PARTS & QUANTITY (QTY)		04899-47021 (1) 08887-02809 (2) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1) 00272-SLLC2 (1)	G920H-47040 (1) G920J-52010 (1) G9208-47090 (1) 04899-47060 (1) 08826-00100 (1)	G920H-47040 (1) G920J-52010 (1) 04899-47021 (1) 08887-02809 (2) G9208-47090 (1) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1) 00272-SLLC2 (1)	ORDER INVERTER BY VIN 90430-18008 (1) 00272-SLLC2 (1)



Thermal grease for IPM replacement is NOT interchangeable. Only grease specified for the Prius V inverter can be used. Grease for the Highlander IPM replacement will result in inverter failure if used.

2014 MY PRIUS V TYPE B

DTC	DTC DETAIL CODE	IPM REPLACEMENT	• MG ECU	• MG-ECU • IPM	• MG-ECU • CURRENT SENSOR • IPM	INVERTER ASSY
P0A94	127			X		
	172	X				
	442			X		
	547		X			
	548				X	
	549		X			
	550			X		
	553	X				
	554		X			
	555				X	
	556		X			
	557	X				
	564			X		
	585			X		
	587			X		
	589			X		
	590			X		
P324E	788				X	
P0A1A	151				X	
	155		X			
	156		X			
	166		X			
	200		X			
	658		X			
	659		X			
	791		X			
	792		X			
	793		X			
P3004	131					X
	132					X
	800	X				
	801	X				
PARTS & QUANTITY (QTY)		04899-47021 (1) 08887-02809 (2) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1) 00272-SLLC2 (1)	G920H-47040 (1) 04899-47060 (1) 08826-00100 (1)	G920H-47040 (1) 04899-47021 (1) 08887-02809 (2) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1) 00272-SLLC2 (1)	G920H-47040 (1) G920J-52010 (1) 04899-47021 (1) 08887-02809 (2) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1) 00272-SLLC2 (1)	ORDER INVERTER BY VIN 90430-18008 (1) 00272-SLLC2(1)

2015-2017 MY PRIUS V INVERTER

DTC	DTC DETAIL CODE	IPM REPLACEMENT	MG ECU	• MG-ECU • IPM	• MG-ECU • CURRENT SENSOR IPM	INVERTER ASSY
P0A94	127			X		
	172	X				
	550			X		
	553	X				
	557	X				
P324E	788				X	
P0A1A	151				X	
	166		X			
	517		X			
	658		X			
	791		X			
	809		X			
P3004	131					X
	132					X
	800	X				
	801	X				
PARTS & QUANTITY (QTY)		04899-47021 (1) 08887-02809 (2) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1) 00272-SLLC2 (1)	G920H-47040 (1) 04899-47060 (1) 08826-00100 (1)	G920H-47040 (1) 04899-47021 (1) 08887-02809 (2) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1) 00272-SLLC2 (1)	G920H-47040 (1) <u>G920J-52010</u> (1) 04899-47021 (1) 08887-02809 (2) 04899-47060 (1) 08826-00100 (1) 90430-18008 (1) 00272-SLLC2 (1)	ORDER INVERTER BY VIN 90430-18008 (1) 00272-SLLC2(1)



Thermal grease for IPM replacement is NOT interchangeable. Only grease specified for the Prius V inverter can be used. Grease for the Highlander IPM replacement will result in inverter failure if used.

3. TO REPAIR THE INVERTER, CLICK ON THE RELEVANT LINK BELOW:

[2014 Prius V: Intelligent Power Module Transistor Removal](#)

[2015 Prius V: Intelligent Power Module Transistor Removal](#)

[2016 Prius V: Intelligent Power Module Transistor Removal](#)

[2017 Prius V: Intelligent Power Module Transistor Removal](#)

VII. DETERMINE CID STATUS

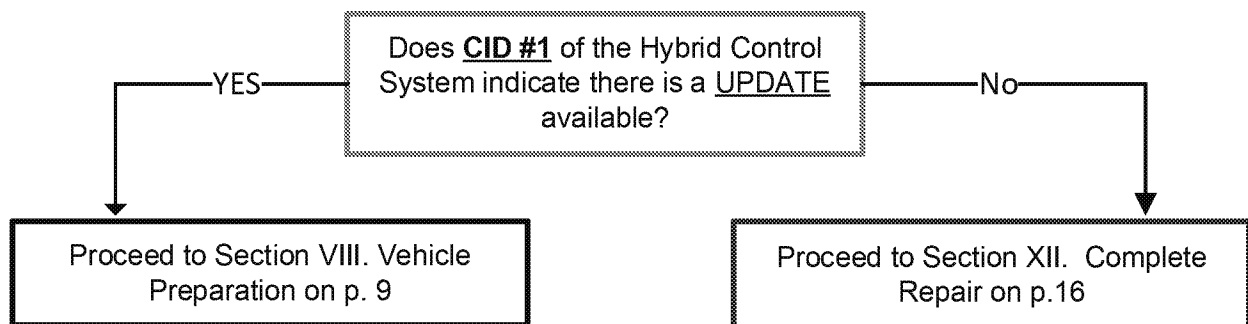
1. DETERMINE STATUS of HYBRID CONTROL SYSTEM CIDs

- Locate the Update column for the Hybrid Control System in the Stored Data tab.
- Determine the status of CID's #1 for the Hybrid Control ECU; indicated by a **YES** or **NO** in the Update column.

The screenshot shows the Techstream software interface for a 2014 Prius. The 'Stored Data' tab is selected. The 'Hybrid Control' system is highlighted in the left sidebar. The main display shows the 'Update' column for CID #1 (896B34747160) with a 'Yes' status. The 'Status of available Update' is indicated by a 'Yes' in the 'Update' column. The 'CID's #1' is indicated by a box around the CID number. The 'Stored Data' tab is indicated by a box around the 'Stored Data' label. The 'Hybrid Control' system is indicated by a box around the 'Hybrid Control' label. The 'Update' column is indicated by a box around the 'Update' label. The 'Yes' status is indicated by a box around the 'Yes' label. The 'Status of available Update' is indicated by a box around the 'Status of available Update' label. The 'CID's #1' is indicated by a box around the 'CID's #1' label. The 'Stored Data' tab is indicated by a box around the 'Stored Data' label. The 'Hybrid Control' system is indicated by a box around the 'Hybrid Control' label. The 'Update' column is indicated by a box around the 'Update' label. The 'Yes' status is indicated by a box around the 'Yes' label. The 'Status of available Update' is indicated by a box around the 'Status of available Update' label. The 'CID's #1' is indicated by a box around the 'CID's #1' label.

System	RoB	Calibration	Update
Engine and ECU	34754000	A4701500	No
	896B34747160		Yes
	896B57602000		No
	896B44708200		No
	896B44708200		No
Cruise Control	-	-	-
Tire Pressure Monitor	-	-	-
ABS/SCTRAC	F152647215		No
EMPS	JCU315P0		No
Transmission Control	-	-	-

Diagram shown is from a Prius. Prius V will be similar.



VIII. VEHICLE PREPARATION

The ECU reprogramming procedure is detailed in [T-SB-0134-16](#). Reference this Bulletin for additional detailed procedures and information.

1. VEHICLE BASICS

a. Confirm the following conditions:

- Vehicle in the IG position (engine off).
- Transaxle in Park.
- Parking brake engaged.
- Turn off all electrical accessories (i.e. Headlights, wipers, climate control, audio system, etc.)

2. CONNECT THE 12v BATTERY TO A POWER SUPPLY (GR8)

- a. Connect the DCA-800, GR8 or other type of a power supply (not a battery charger) to the 12v battery.
- b. Select the Power Supply Mode from the Charge Menu of the GR8.



A power supply ***MUST*** be used during reprogramming. ECU damage will occur if the battery voltage is not properly maintained during this re-flash procedure.

Note: A power supply must be connected directly to the 12v battery terminals and NOT the remote jump posts under the hood (if equipped).

3. VERIFY TECHSTREAM SETUP

a. Verify that the Techstream meets the following conditions:

- Current version of software is installed (reference TIS for latest software version).
- The Techstream battery is fully charged. If not, connect the Techstream to a 120v source.
- The DLCIII cable is in good condition.



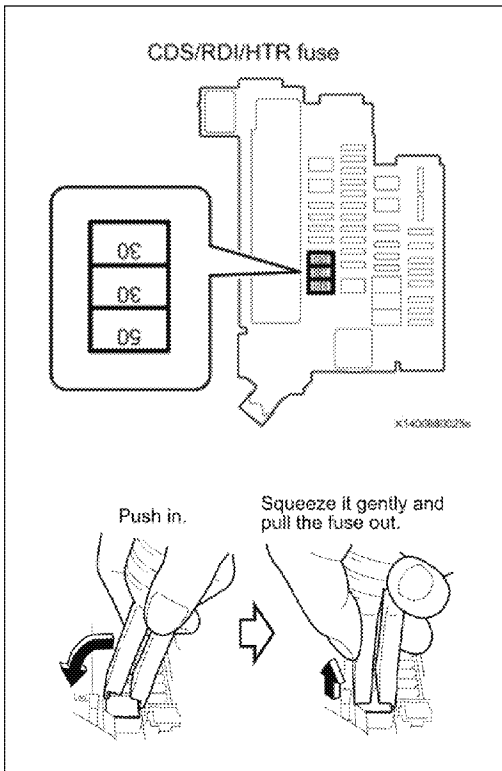
The Techstream battery must be maintained during the update procedure. If necessary, plug the Techstream into a 120v outlet to ensure that a failure does not occur.

Note: If the Techstream communication with the vehicle fails during the re-flash procedure, the ECU will be damaged and must be replaced.

4. MAINTAIN BRAKE SYSTEM PRESSURE

- a. Depress the brake pedal fully 2 times within 2 seconds.

Note: You may hear the hydro-boost pump run for a few seconds when completing these steps. This procedure will prevent the pump from running during the calibration update procedure.



5. REMOVE JOINT FUSE FROM ENGINE ROOM FUSE BOX

- Confirm the joint fuse orientation before removal because the fuse can be installed in either direction.
- Using the fuse puller remove the joint fuse that encases the CDS (30A), RDI (30A) and HTR (50A).



Permanent damage to the ECUs can happen if these fuses are not removed.



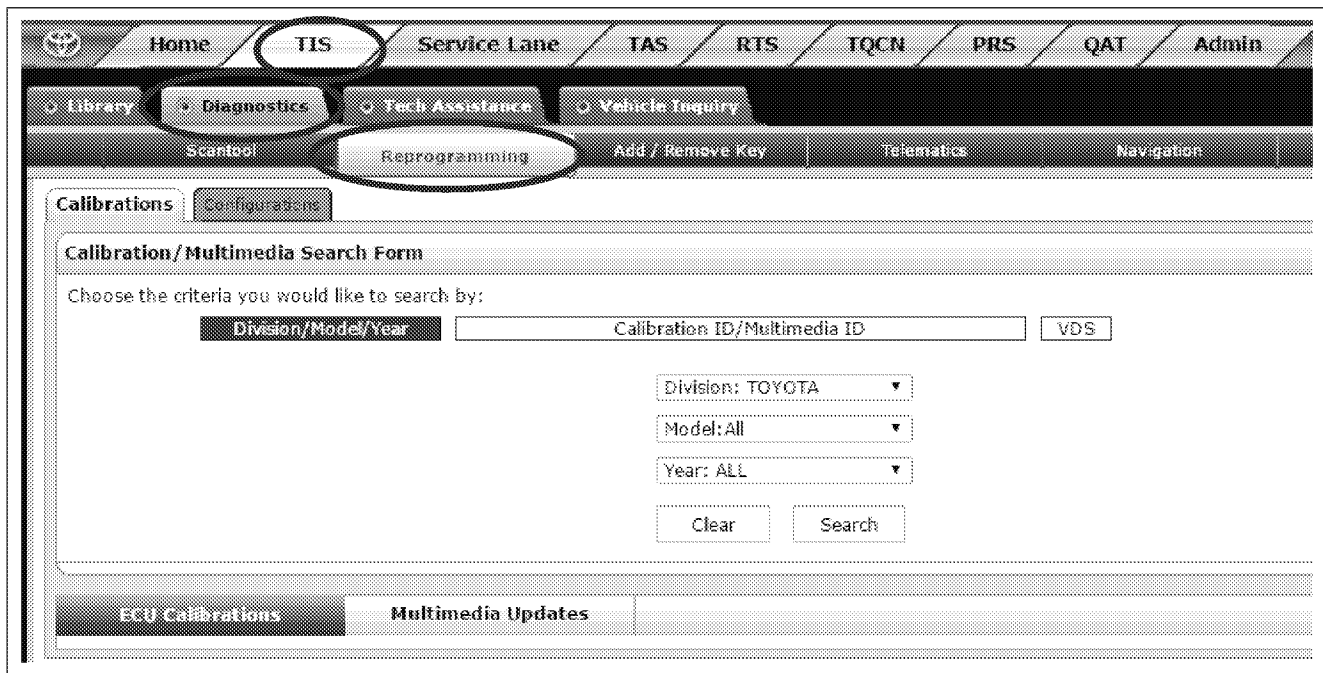
Removing these fuses will stop the vehicle from performing onboard diagnostic tests during the update, which could cause the update to fail and damage the ECU.

IX. CUWC APPLICATION

1. INSTALL CUWC FILE INSTALLER (Only required once for each Techstream)

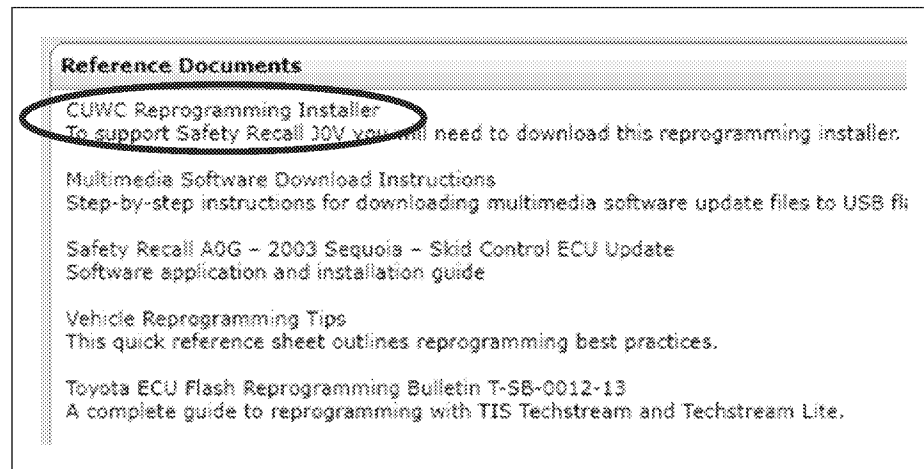
a. In TIS, select the following:

- TIS / Diagnostics / Reprogramming



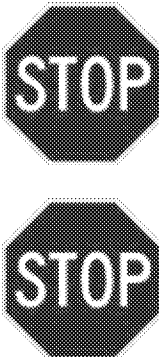
b. On the right side of the screen, select the following from the Reference Documents:

- CUWC Reprogramming Installer
- Follow the on-screen instructions to complete the installation.



Note: The installation of the CUWC Reprogramming Installer will only need to be completed one time for each Techstream.

(cont. on next page)

	<p><u>Permanent damage to the ECUs will occur if the following actions are attempted during the CID update procedure:</u></p> <ul style="list-style-type: none"> • Attempt to close the CUWC installer • Attempt to close the Calibration Wizard • Turning off the vehicle's ignition • Turning off the Techstream • Unplugging the Techstream from the vehicle while programming is in process
---	---

The following message will appear when the CUWC installation application is running. This image cannot be closed manually. **When the installation of all necessary CIDs is complete, the image will close.**

Message displayed during CID update process:

CUWC is starting...
Lancement de CUWC...
CUWC esta iniciando...



<Caution>

- Do not operate Techstream
- When the CUWC application or PC Stop unexpectedly, please recover ECU from CUW application.

<Attention>

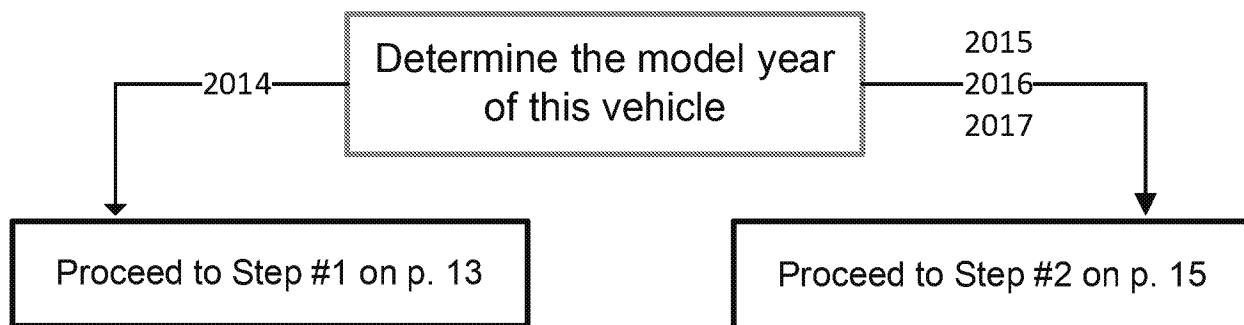
- Ne pas utiliser Techstream.
- Lorsque l' application CUWC ou le PC s' arrete inopinement, veuillez restaurer l' ECU depuis l' application CUWC.

<Cuidado>

- No opere Techstream.
- Si la aplicacion CUWC o la PC se detienen inesperadamente, por favor recupere ECU de la aplicacion CUW.

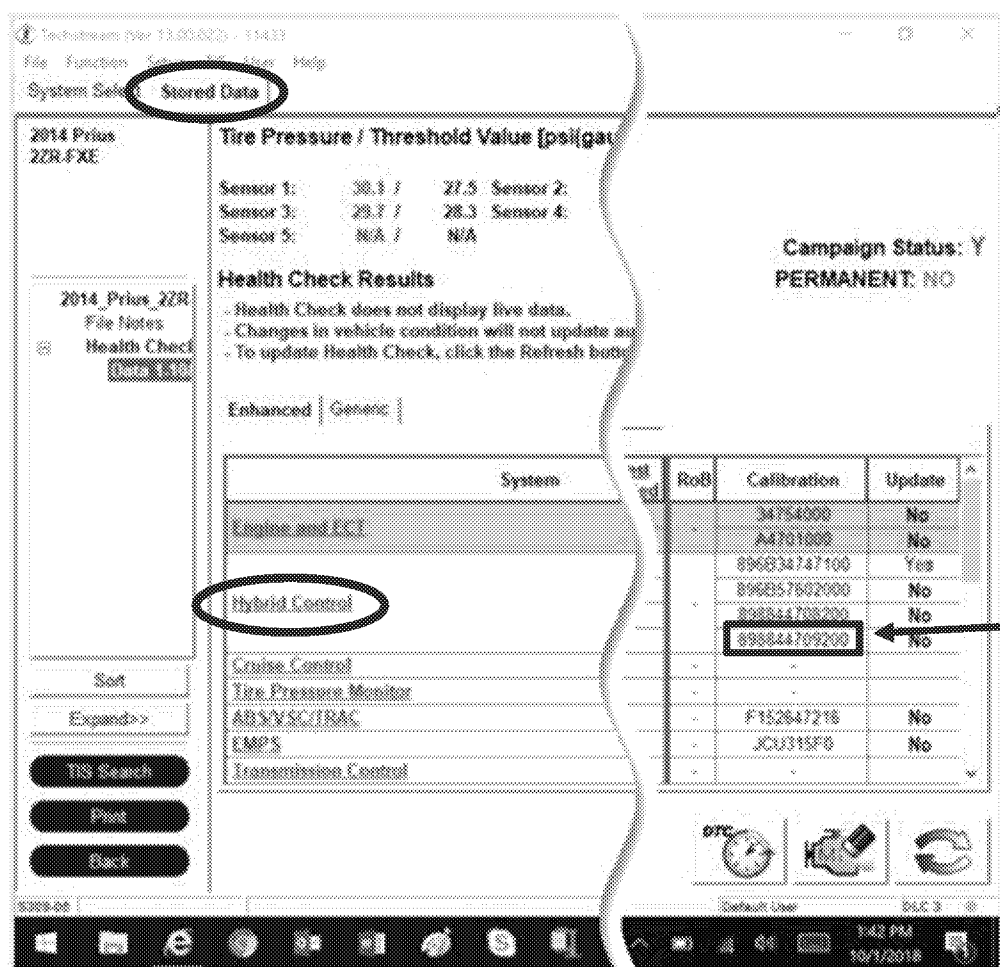
(cont. on next page)

X. CID INSTALLATION



1. 2014 MY: INSTALLATION OF CIDS

- Identify the Hybrid Control CID #4 from the Stored Data tab.
- Referencing the chart on the next page, identify the matching CID #4.
- Select the Group # link (blue text) to begin the update process.
- Follow the instruction on the screen to complete the installation.
- When CID installation is completed, skip to Section XII. COMPLETE REPAIR on p. 18.



2014 MY ONLY

CID #4

Diagram shown if from a Prius.
Prius V will be similar.

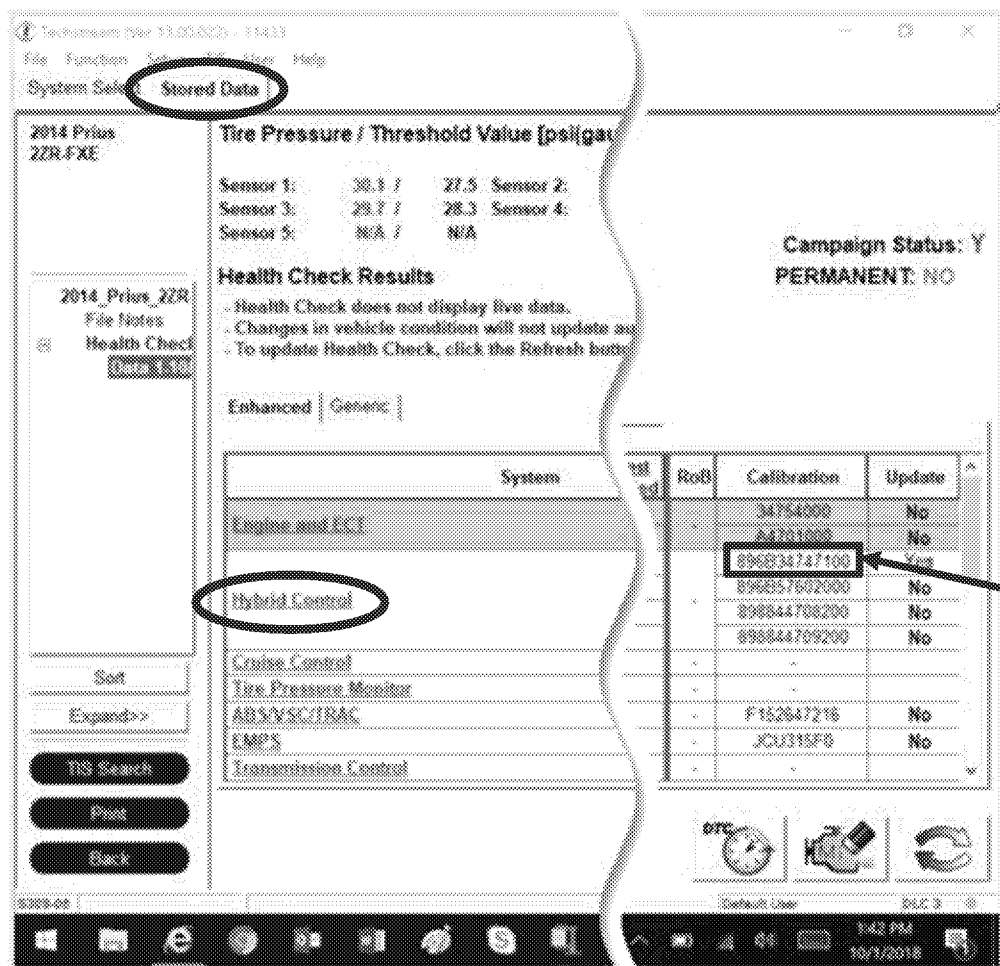
Model	CID #	Original	Current
2014 Prius V	CID #1	896B34711000 896B34711100 896B34727000 896B34727100 896B34727200 896B34727300 896B34761000 896B34764000	<u>2014 Prius V #1</u> 896B34761100
	CID #4	89884470 7100 89884470 7200 89884470 7200 89884470 7400	

2014 Prius V	CID #1	896B34711000 896B34711100 896B34727000 896B34727100 896B34727200 896B34727300 896B34761000 896B34764000	<u>2014 Prius V #2</u> 896B34761100
	CID #4	89884471 3000 89884471 3100 89884471 3200 89884471 3300	

When CID installation is complete:
Skip to Section XII. COMPLETE REPAIR on p. 18.

2. 2015 – 2017 MY: INSTALLATION OF CIDS

- Identify the Hybrid Control CID #1 from the Stored Data tab.
- Referencing the correct chart below, identify the chart that has the matching CID #1.
- Select the link (blue text) on that row to begin the update process.
- Follow the instruction on the screen to complete the installation.



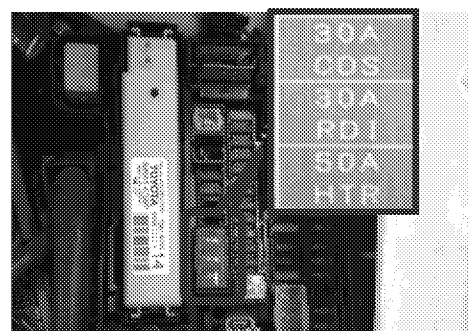
**2015 – 2017
MY ONLY**

CID #1

Diagram shown if from a Prius.
Prius V will be similar.

Model	CID #	MY	Original	Current
2015 - 2017 Prius V	CID #1	2015-2016	896B34755000	<u>896B34755100</u>
		2017	899834753000	<u>8998344753100</u>

XI. COMPLETE REPAIR



1. **REINSTALL JOINT FUSE INTO ENGINE ROOM FUSE BOX**
 - a. Confirm the joint fuse orientation before reinstalling because the joint fuse can be installed in either direction.
 - b. Reinstall the joint fuse that encases the CDS (30A), RDI (30A) and HTR (50A).



BE SURE TO ORIENT THE FUSE AS SHOWN ON THE FUSE BLOCK COVER.



2. PERFORM VERIFICATION HEALTH CHECK

- a. Using a Techstream, perform a Health Check.
- c. Clear DTCs that may have set during the re-flash procedure.
- d. **Re-run the Health Check to confirm that no DTCs reappear.**



THIS VERIFICATION HEALTH CHECK IS NECESSARY to update the results and CIDs to the National database.

3. CONFIRM CID UPDATE

- a. On the Stored Data tab, confirm the following for the Hybrid Control System:
 - The Update column lists “No” for all 4 Hybrid Control System CIDs

Stored Data

2014 Prius
2ZR-FXE

Tire Pressure / Threshold Value [psi/gal]

Sensor 1: 30.1 / 27.5 Sensor 2: 29.7 / 28.3 Sensor 3: N/A / N/A Sensor 4: N/A / N/A

Health Check Results

- Health Check does not display live data.
- Changes in vehicle condition will not update auto.
- To update Health Check, click the Refresh button.

Enhanced Generic

System	RoB	Calibration	Update
Engine and ECT	34754000	34754000	No
Hybrid Control	896834747100	896834747100	No
	896834747100	896834747100	No
	896834747100	896834747100	No
	896834747100	896834747100	No
Crash Control			
Tire Pressure Monitor			
ABS/VSC/TRAC			
EMPS			
Transmission Control			

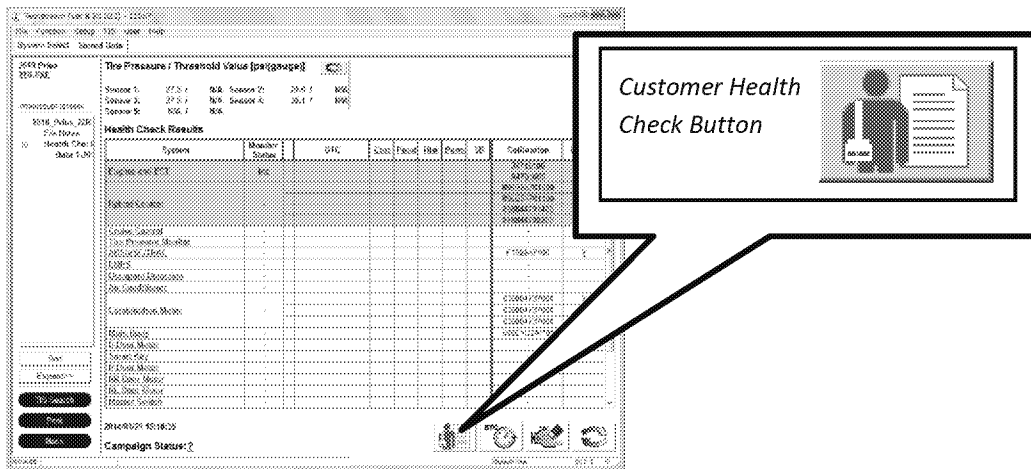
Campaign Status: N
PERMANENT: NO

CID #1

MUST say "NO"

4. PRINT CUSTOMER HEALTH CHECK REPORT

- From the Stored Data tab, select the Customer Health Check Report button (TIS will launch when button is pressed).



- Log in to TIS.
- Input Vehicle Mileage and Repair Order number.
- Check the "Performed" campaign button for campaign J0V.
- Select the Report button.

The screenshot shows the 'Diagnostic Report' form. Under the 'Vehicle Information' section, the 'Mileage' is 13672 and the 'Repair Order' is 12345. A message states: 'Our systems show the following campaigns are outstanding. Have any of these campaigns been completed? (Check for S&C door seal if applicable.)'. Below this, the 'Performed' button is circled.

- Confirm Customer Health Check Report information is correct.

The screenshot shows the 'Diagnostic Report' form with the 'Health Check Summary' table. The table has three columns: Checkpoints, Status, and Comments.

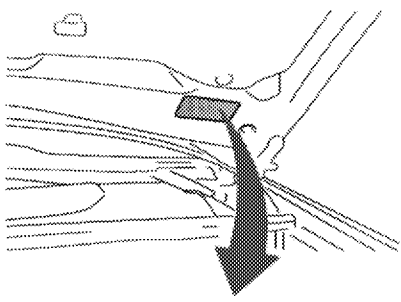
Checkpoints	Status	Comments
Powertrain	All systems OK	
Chassis	All systems OK	
Electrical	All systems OK	
Network Systems	All systems OK	
Service Campaigns	No Action Required	Performed

Below the table, there are fields for 'Performed' (6/25/16, 4:38 PM (PST)), 'Technician Signature', and 'Quality Inspector Signature'.

- Print Customer Health Check Report from TIS.
- Sign and provide to the customer.

5. ATTACH THE AUTHORIZED VEHICLE MODIFICATION LABEL

- Fill out the label.
- Affix the label to the under-side of the hood.



TOYOTA MOTOR CORPORATION
AUTHORIZED MODIFICATIONS
 THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:

① →
 ② →

THESE MODIFICATIONS HAVE BEEN APPROVED
 AS APPROPRIATE BY EPA AND CARS

③ → DEALER CODE: DATE: ④
 CHANGE AUTHORITY: ⑤

1	Hybrid Control System
2	(Calibration IDs)
3	(Dealer Code)
4	(Date Completed)
5	Safety Recall 20TA10

Calibration IDs listed for the Hybrid Control System after completing the final Health Check. The CIDs will vary from car to car.

Hybrid Control	896B34747100
	896B57602000
	898844708200
	898844709200

◀ VERIFY REPAIR QUALITY ▶

- Confirm all ECM Calibration has been updated successfully to the NEW CID.
- Confirm that the Authorized Modification Label has been installed

If you have any questions regarding this Safety Recall, please contact your regional representative

XII. APPENDIX

A. PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, *unless requested for parts recovery return.*

B. CAMPAIGN DESIGNATION DECORDER

